



Report on
Multiculturalism
Government of British Columbia 2005 - 2006



**BRITISH
COLUMBIA**

The Best Place on Earth





Report on **Multiculturalism**

Government of British Columbia 2005 - 2006

• Ministry of Aboriginal Relations and Reconciliation • Ministry of Advanced Education • Ministry of Agriculture and Lands • Ministry of Attorney General and Minister Responsible for Multiculturalism • BC Public Service Agency • Ministry of Children and Family Development • Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues • Ministry of Economic Development, including BC Olympic & Paralympic Winter Games Secretariat • Ministry of Education • Ministry of Employment and Income Assistance • Ministry of Energy, Mines and Petroleum Resources • Ministry of Environment • Environmental Assessment Office • Ministry of Finance • Ministry of Forests and Range and Minister Responsible for Housing • Ministry of Health • Ministry of Labour and Citizens' Services • Ministry of Public Safety and Solicitor General • Ministry of Small Business and Revenue • Ministry of Tourism, Sport and the Arts • Ministry of Transportation • Multicultural Advisory Committee • British Columbia Arts Council • British Columbia Assessment Authority • British Columbia Buildings Corporation • B.C. Games Society • B.C. Hydro • British Columbia Innovation Council • British Columbia Lottery Corporation • B.C. Pavilion Corporation • British Columbia Railway Company • British Columbia Securities Commission • B.C. Transit • British Columbia Transmission Corporation • British Columbia Utilities Commission • Columbia Basin Trust • Columbia Power Corporation • Community Living British Columbia • First Peoples' Heritage, Language and Culture Council • Forestry Innovation Investment Ltd. • Homeowner Protection Office • Industry Training Authority • Insurance Corporation of British Columbia • Legal Services Society • Liquor Distribution Branch • Oil and Gas Commission • Partnerships British Columbia Inc. • Provincial Capital Commission • Royal BC Museum Corporation • Tourism British Columbia

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Letter to the Lieutenant-Governor of the Province of British Columbia

To Her Honour
The Lieutenant-Governor of the Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the Multiculturalism Act, I respectfully submit the 12th annual report on the operation of the act. This report covers the activities for the 2005/06 fiscal year.

Respectfully submitted,

Dee Oppal

Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

Letter to the Minister

Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

Honourable Attorney General:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2005/2006*. This report documents the activities of the Government of British Columbia, and Crown in support of the Multiculturalism Act for 2005/06.

Yours truly,

Allan Seckel

Allan Seckel
Deputy Attorney General
Ministry of Attorney General

TABLE OF CONTENTS

vi Multicultural Advisory Committee

MINISTRIES and AGENCIES

- 3 Ministry of Aboriginal Relations and Reconciliation
- 4 Ministry of Advanced Education
- 5 Ministry of Agriculture and Lands
- 6 Ministry of Attorney General and Minister Responsible for Multiculturalism
- 9 BC Public Service Agency
- 10 Ministry of Children and Family Development
- 14 Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues
- 15 Ministry of Economic Development, including BC Olympic & Paralympic Winter Games Secretariat
- 16 Ministry of Education
- 17 Ministry of Employment and Income Assistance
- 18 Ministry of Energy, Mines and Petroleum Resources
- 19 Ministry of Environment
- 20 Environmental Assessment Office
- 21 Ministry of Finance
- 22 Ministry of Forests and Range and Minister Responsible for Housing
- 23 Ministry of Health
- 25 Ministry of Labour and Citizens' Services
- 27 Ministry of Public Safety and Solicitor General
- 28 Ministry of Small Business and Revenue
- 29 Ministry of Tourism, Sport and the Arts
- 30 Ministry of Transportation

CROWN CORPORATIONS

British Columbia Arts Council	34
British Columbia Assessment Authority	35
British Columbia Buildings Corporation	36
BC Games Society	37
BC Hydro	38
British Columbia Innovation Council	39
British Columbia Lottery Corporation	40
BC Pavilion Corporation	41
British Columbia Railway Company	42
British Columbia Securities Commission	43
BC Transit	44
BC Transmission Corporation	45
British Columbia Utilities Commission	46
Columbia Basin Trust	47
Columbia Power Corporation	48
Community Living BC	49
First Peoples' Heritage, Language and Culture Council	50
Forestry Innovation Investment Ltd.	51
Homeowner Protection Office	52
Industry Training Authority	53
Insurance Corporation of British Columbia	54
Legal Services Society	55
Liquor Distribution Branch	56
Oil and Gas Commission	57
Partnerships British Columbia Inc.	58
Provincial Capital Commission	59
Royal BC Museum Corporation	60
Tourism British Columbia	62

MULTICULTURAL ADVISORY COUNCIL

MEMBERS OF THE MULTICULTURAL ADVISORY COUNCIL FOR 2005-2006

Mahmood Awan, *Richmond*

Mary Elizabeth Chen, *Prince George*

Johnny Fong, *West Vancouver*

Randy Garg, *Vancouver*

John Halani, *Vancouver, Chair*

Debra Hoggan, *White Rock*

Dennis Hori, *Kamloops*

David Lai, *Victoria*

Edmond Luke, *Vancouver, Vice-Chair*

Pamela McKenzie, *Kaslo*

Malkit Mutti, *Burnaby*

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Jatinder Sidhu, *Abbotsford*

Andrée St. Martin, *New Westminster*

Jan Walls, *Vancouver*

Mark Wexler, *Vancouver*

■ SUMMARY REPORT: MARCH 2005 - MARCH 2006

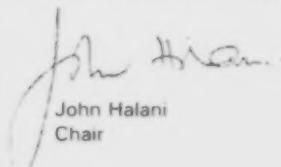
The Multicultural Advisory Council (council) has had a fruitful and productive year.

The year was also highlighted by the council's contribution to the Strategy to Improve the Social and Economic Benefits of Cultural Diversity in British Columbia. The council believes that this strategic plan will enable British Columbia to be well positioned to demonstrate strong leadership in working with communities to celebrate multiculturalism and eliminate racial discrimination. The document clearly demonstrates a systematic approach, with distinct deliverables and outcomes that show accountability for results. Along this vein, the council also endorses the Settlement and Multiculturalism Division's move towards developing an accountability framework for the BC Anti-racism and Multiculturalism Program.

On another front, the council continues to support the Settlement and Multiculturalism Division's mandate to broaden the engagement of communities throughout British Columbia. As a legacy piece to the Wosk Centre Dialogue on Multiculturalism held in 2005, a smaller dialogue on multiculturalism took place in Kamloops during February 2006 Multiculturalism Week. The keynote speaker was community leader and philanthropist Milton Wong, who spoke to over 40 guests at a workshop entitled The Business Case for Multiculturalism.

In 2005, an election occurred in British Columbia and it was a transitional year for the council, as new appointments took place in October. I wish to acknowledge the contributions that former and current council members have made by generously sharing their diverse insights and experiences on multiculturalism and anti-racism issues during meetings and in committee work. Special thanks also to the Anti-racism and Multiculturalism Unit, Settlement and Multiculturalism Division, of the Ministry of Attorney General and Ministry Responsible for Multiculturalism for their efficient and effective administrative assistance.

Respectfully submitted,



John Halani
Chair

MULTICULTURAL ADVISORY COUNCIL

■ MEETINGS

Following the 2005 provincial election, then council chair Jan Walls and Vice-Chair John Halani met with Attorney General Oppal in September to provide highlights of the council's past activities and outline future council priorities. As the two-year term ended for many of the council members, re-appointments and new appointments were announced in October 2005. The new Chair John Halani and new Vice-Chair Edmond Luke met Attorney General Oppal January 23, 2006 to re-visit priorities for the coming year, which included the BC Multiculturalism Act; social and economic benefits of cultural diversity; multicultural service delivery review; 2006 World Urban Forum; and the Settlement and Multiculturalism Division's public education resources.

In its 2004-2005 annual report submission, the council highlighted three recommendations:

- profiling immigrant success stories;
- developing a new youth citizenship award; and
- forwarding advice on a standard policy for translation and interpreter services for the provincial government.

The Ministry followed up with the council's suggestion and profiled success stories on its website. The council established a sub-committee to further investigate best approaches in developing a youth award focused on multiculturalism and citizenship. In addition, initial research was provided by staff on translation and interpreter services. Council plans to complete recommendations to the Attorney General as additional research becomes available.

The council held three meetings during this year and worked at a sub-committee level on the following initiatives: establish a process to review the Government of B.C.'s Report on Multiculturalism and establish a process to engage youth and seek their views on what they see as their important issues.

At the council's first meeting on April 8, 2005, ministry staff was tasked to continue to investigate collaborative opportunities in these three areas. Council was also informed that the government had approved the Strategy to Improve the Social and Economic Benefits of Cultural Diversity in B.C. on March 7, 2005. Council formally requested copies of the strategy.

At the council's second meeting on Sept. 16, 2005, council's interest in the World Urban Forum (WUF) led to discussions on the role of multiculturalism and the council's involvement in this international event hosted in Vancouver. The council also recommended that a tour highlighting sacred and secular spaces take place for WUF delegates. In addition, two presentations were made: one regarding the Provincial Nominee Program and the other regarding the Dialogue on Multiculturalism legacy toolkit.

Council members provided input and advice to both presentations.

At the council's third meeting on Jan. 27, 2006, it was reported out that a member of the council was now a part of the WUF Vancouver Working Group, which would provide an opportunity for the council to ensure linkages to multiculturalism. A tour showcasing multiculturalism was being moved forward as a potential project in which the council could be involved. At the January meeting, the council formed two subcommittees: one, focused on youth issues with an objective to explore and develop recommendations on concrete initiatives to engage youth regarding multiculturalism and racism; and second, focused on a review of program and provincial legislation with an objective to provide recommendations on government's leadership in its annual Report on Multiculturalism. A number of themes have also been shared with Attorney General Oppal that council believes are important to continuing both the council and the government's leadership role in the areas of multiculturalism and the elimination of racism. These themes are:

- i. further engagement of aboriginal communities around the dialogue on multiculturalism;
- ii. ongoing support for the provincial anti-racism and multiculturalism program;
- iii. involve youth and schools in the areas of multiculturalism;
- iv. capture the advantages of cultural diversity during the 2010 Olympic and Paralympics Winter Games; and
- v. promote and champion the values of cultural diversity.



■ MINISTRIES and AGENCIES



MINISTRY OF ABORIGINAL RELATIONS AND RECONCILIATION

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Few historical treaties were signed in British Columbia. Since the BC Treaty Commission process began in 1992, the provincial government has put significant efforts into making treaties.

British Columbia remains committed to treaty negotiations as a formal expression of reconciliation. Treaties will support First Nation efforts to develop their economies and govern their communities. The ministry is also accountable for interim and other arrangements with First Nations in social and economic areas.

MANDATE

The Ministry of Aboriginal Relations and Reconciliation has the primary responsibility for forging new relationships with Aboriginal people, founded on reconciliation, recognition and respect. We negotiate treaties and other agreements with First Nations to create economic certainty over Crown land and resources, and to materially improve the lives of Aboriginal people.

■ INITIATIVES

The ministry is also responsible for the First Citizen's Fund, which provides funding to support cultural and educational activities such as the preservation and revitalization of the First Nations' languages, student bursaries, and elders' transportation.

The ministry provides guidance to other provincial ministries and line agencies across government, offering strategic advice on First Nation and Aboriginal policy development in keeping with the principles of the New Relationship. Areas of engagement include consultation and accommodation agreements, and third-party policy development.



KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry leads cross-government efforts and plans to close the socio-economic gap between Aboriginal people – including First Nation communities, Métis, urban Aboriginal people – and other British Columbians. The ministry works in partnership with other provincial ministries/agencies, Crown corporations, Aboriginal leaders and organizations, the private sector and the federal government to support activities and initiatives to achieve this goal.

MINISTRY OF ADVANCED EDUCATION

MANDATE

The Ministry of Advanced Education (AVED) provides leadership and support for the delivery of excellent, accessible post-secondary education for learners. AVED also provides leadership and support to enable an integrated and dynamic approach for research and innovation.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

■ INITIATIVES

- Community Adult Literacy Program supports partnerships to deliver literacy programs and services to Aboriginal adults to help meet their education and employment goals.
- Adult Literacy Forum provided a policy framework that will help in future dealings with immigrant literacy.
- English as a second language programs delivered by public post-secondary institutions help adults meet their settlement, academic, and employment goals.
- Memorandum of understanding signed by AVED, representatives of British Columbia's post-secondary institutions and key Aboriginal organizations indicates commitment of partners to work together to improve levels of participation and success for Aboriginal learners.
- Aboriginal Special Projects Funding provides support to promote relevant, quality educational programs, and support activities for Aboriginal learners.
- A proposed Aboriginal post-secondary education strategy will help address participation and success of Aboriginal learners.
- International Credential Evaluation Service allows individuals educated outside of Canada to receive appropriate recognition for their education and to pursue career goals.
- Working with government and non-government stakeholders, including the Industry Training Authority, to develop strategies to increase employment for skilled immigrants.
- Labour market information to assist entry into the workplace.
- The ministry encourages post-secondary institutions' international education activities, which contribute to the internationalization of their campuses and curriculum.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of the AVED employee investment plan is to "sustain efforts to develop a workforce that recognizes the diversity of the British Columbia population." This is provided through training opportunities and a welcoming and diverse work environment.

Governance, Legislation and Intergovernmental Relations Branch ensures that policies and legislation are consistent with principles and objectives of multiculturalism.

MINISTRY OF AGRICULTURE AND LANDS

■ INITIATIVES

- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.
- In response to the needs of their communities, the ministry develops plain-English publications and, where appropriate, translations of fact sheets and newsletters into other languages to ensure clear understanding and access to technical information.
- First Nations: The ministry provided direct and indirect support to increase First Nations involvement in both agriculture and aquaculture. The ministry is also seeking new and collaborative approaches to meet its First Nation consultation and accommodation responsibilities.
- Youth: The ministry continued its long-standing involvement with the 4-H movement in educating young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.

MANDATE

The mandate of the Ministry of Agriculture and Lands is to enhance the economic development and environmental sustainability of the agriculture and food sectors and Crown land, while delivering safe, high quality products for the enjoyment and well-being of B.C.'s citizens.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity.
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of discrimination and racism.
- Ensure recruitment practices consider merit based on qualifications, experience and expertise regardless of ethnicity, culture or disabilities.
- The human resource management plan recognizes the importance of a welcoming workplace and acknowledges that the ministry's workforce does not reflect B.C.'s diverse population.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Agriculture and Lands maintained its commitment to multiculturalism by ensuring government policies on multiculturalism are made available to staff in conducting programs.
- The ministry distributes materials promoting diversity and offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- The ministry solicits input from its client communities to ensure that the programs and services offered were responsive to their specific needs.
- The first value in the ministry service plan is fair and equitable. It states, in part, that "we value our diverse workforce and create a work environment that is welcoming and inclusive."

MINISTRY OF ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR MULTICULTURALISM

MANDATE

The Ministry of Attorney General and Minister Responsible for Multiculturalism has overall responsibility for the administration of justice in British Columbia, as well as for the delivery of settlement, adaptation and language services to immigrants, multiculturalism, and anti-racism initiatives. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. The Attorney General is also the Minister responsible for human rights in British Columbia.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve ministry programs to ensure they are delivered equitably and in a way that reflects multicultural sensitivity. The ministry's executive leads the ministry in the commitment to multiculturalism, as appropriate.

■ INITIATIVES

Human Rights Clinic

The ministry funds a Human Rights Clinic which provides advice, advocacy services, and legal representation to eligible individuals who require assistance with regard to a complaint under the *Human Rights Code*. The *Human Rights Code* provides protection against discrimination on the grounds of race, colour, ancestry, and place of origin, as well as religion, marital status, family status, physical or mental disability, sex or sexual orientation. Funding is also provided to the B.C. Human Rights Coalition to deliver a program of education on human rights protections under the *Human Rights Code*. The coalition has delivered educational sessions and workshops to a variety of ethnic and cultural groups and immigrant-serving agencies, as well as employers, trade unions, and others. The ministry also prepares reports on British Columbia's compliance with United Nations human rights treaties for inclusion in Canada's reports.

Criminal Justice Reform Secretariat

The BC Hate Crime Team police officers have trained over 4,000 law enforcement personnel at municipal and RCMP training facilities and detachments throughout the province. The BC Hate Crime Team has traveled within the province to assist settlement and multiculturalism staff to participate in joint information sessions to communities to enter the critical incident response model (CIRM), which is a community-led approach to address racism and hate. Cpl. Sean McGowan of the BC Hate Crime Team spoke about the team at an international hate crime forum, attended by police officers and diplomats, in Vienna in September 2005. Crown counsel on the team continues to present on hate crime law at hate crime conferences for police and the public, in B.C. and other provinces. Team police officers assisted detachments in the identification and investigation of hate crimes in B.C. One of the offences investigated led to the laying of the third charge laid for hate propaganda on the Internet in Canada (the team assisted in 2002 with the investigation and prosecution of the first charge).

Justice Services Branch

The Justice Services Branch provides core funding to the Legal Services Society, Law Courts Educational Society and the People's Law School to deliver public legal education and information (PLEI). A significant number of materials have been translated into a variety of languages, including Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic, and Polish. PLEI is also provided through ethnocultural media outlets, such as radio and newspapers. A number of PLEI programs have been tailored for First Nations audiences.

MINISTRY OF ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR MULTICULTURALISM

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■ INITIATIVES

Justice Services Branch's Child Protection Mediation Program provides brochures in Chinese, Farsi, French, Korean, Punjabi, Spanish, Tagalog, and Vietnamese. In addition, Justice Services Branch's Parenting After Separation program (a free, three-hour program to inform parents about the effect of divorce and separation on their children) is offered in Cantonese, Mandarin, Punjabi, and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French, and Punjabi.



Court Services

All Sheriff Services staff receive training in cultural sensitivity as part of their regular training program. Special native ceremonies are sometimes conducted at courthouses, including blessing ceremonies and Native Healing Circles. There are initiatives for court administration staff that include cultural diversity training. Court interpreters provide services in 74 languages.

Multiculturalism and Immigration Branch

Settlement and Multiculturalism Division:

In fiscal 2005/06, 21 projects were funded under the B.C. Anti-racism and Multiculturalism program (BCAMP) to promote multiculturalism and to prevent and eliminate racism in the province. With a focus on various audiences and sectors (such as youth and businesses), projects included: multimedia initiatives, videos, educational materials, workshops, resources and community-wide events. One example project involved engagement of business owners in various communities to identify them as supporting the safety and well-being of diverse community members through Safe Harbour. This initiative, which is similar to a Block Watch model, advertises the business as a safe place for people experiencing fear or threats of mistreatment.

Special one-time grants were made available under BCAMP through a grant application process. Seven grants were distributed to agencies in the Lower Mainland, Fraser Valley and Greater Victoria and nine to agencies in the rest of B.C. Examples of projects include a multicultural children's program, improving cross-cultural relations in the workplace, and an initiative that encourages dialogue between Aboriginal and non-Aboriginal youth.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Cultural diversity continues to increase as a valuable asset to British Columbia's economy and social fabric, and the Multiculturalism and Immigration Branch took a leadership role in maximizing community-based and public sector growth potential. The branch stewarded organizational development, supported anti-racism programs, and enhanced private-sector growth through the promotion of one of B.C.'s most marketable assets – our increasing diversity. This was achieved through partnerships with regional and Aboriginal communities, ministries, Crown corporations, non-government organizations, federal and municipal governments, and the private sector.

MINISTRY OF ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR MULTICULTURALISM

(...continued)

■ INITIATIVES

Twelve communities were engaged in the critical incident response model (CIRM), a three-year, three-step process for communities to build capacity and formal community protocols to respond effectively to racism and hate activity. The following communities entered the model at various steps: Fort Nelson, Kitimat, Powell River, Smithers, Dawson Creek, Duncan, Vanderhoof, Williams Lake, Burns Lake, Fernie, Merrit, Port Alberni, and Vernon. Some examples of projects delivered by these communities include: forums to strengthen community partnerships and collaborations, sessions with local decision makers (such as city council or RCMP members) to discuss community protocol strategies, and anti-racism training to deliver workshops in the community. Discretionary grants were also distributed to communities that completed the three-year development process and, while no longer a formal part of the CIRM, continue to implement and be vigilant about their community protocols to address racism and hate. These alumni communities are: Abbotsford, Campbell River, Cranbrook, Kamloops, Nanaimo, Prince Rupert, Terrace, Quesnel, Fort St. John, and Masset.

In September 2005, ministry staff and a CIRM representative from Prince Rupert presented a clinic on the CIRM at the Union of British Columbia Municipalities conference. In 2006, an evaluation framework was developed to enable a formal evaluation of the efficacy of the CIRM. The annual CIRM chairs' meeting was held in February 2006.

The division provided secretariat support to the Multicultural Advisory Council, which advises the Attorney General on issues related to multiculturalism and anti-racism. The council communicated its priorities to the Attorney General, including council's endorsement of moving towards the development of an accountability framework for the BCAMP, and the council's support for the increased engagement of communities through dialogues on multiculturalism and anti-racism. The latter was demonstrated through a community dialogue initiative in Kamloops, during February 2006 Multiculturalism Week, by the Kamloops Immigrant Services Society. The theme of the dialogue was "The Business Case for Multiculturalism: the Future is Now." This event attracted over 40 community and business leaders and was supported by the Simon Fraser University dialogue programs and the Ministry of Attorney General.

Immigration Policy and Intergovernmental Relations Division

The Immigration Policy and Intergovernmental Relations Division supported multiculturalism through several projects:

- In partnership with Citizenship and Immigration Canada, the division developed a web-based resource to provide government agencies and communities interested in developing a regional immigration plan, with one-stop access to information on all immigration and multicultural services and programs in any given region. The concept of creating and sustaining welcoming communities, where the benefits of cultural diversity are promoted, is a key element of the regional immigration file. The web resource will be posted in summer 2006.
- Supported B.C.'s diverse and multicultural Francophone community through initiatives to increase the benefits of immigration and facilitate the settlement and integration of French-speaking newcomers into our society. Accomplishments this fiscal included:
 - o Management of a research and materials development project to prepare B.C. for an immigrant recruitment mission to France. The project was federally funded and was developed in partnership between the Province of British Columbia, La Société de Développement Économique de la Colombie-Britannique, and Collège Éducacentre College.
 - o Management of a federally funded contract with the BC Francophone Federation to develop information and promotional tools to attract more French teachers to B.C.
 - o Participated in federal planning sessions towards the development of a new interprovincial forum on multicultural issues.
 - o The branch was an active participant in cross-government planning to improve the health of British Columbians through the ActNow initiative and provided strategic advice regarding the importance of including multicultural and immigrant communities in planning for this initiative.

BC PUBLIC SERVICE AGENCY

■ INITIATIVES

Recruitment initiatives continued to focus on competency-based hiring methods that are based on merit and are free from systemic bias or barriers. This encourages multiculturalism and a diverse workforce better able to serve the diverse population of the province.

Agency staff participated in outreach efforts to increase awareness of employment opportunities and to strengthen ties with various groups. Further, support and assistance was provided to restrict competitions to equity groups or apply equity preference statements in several job postings.

The agency continued to sponsor discrimination prevention workshops across the province focusing on a work environment where all employees are treated with respect and dignity, free from discrimination and harassment. This training assists employees in developing strategies to prevent discrimination and creating a positive, welcoming work environment.

The agency continued to provide information on equity demographics to ministries to assist them in focusing on multicultural hiring and other initiatives.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of the executive initiatives this year has been to work with ministries and the Premier's Office to develop a new corporate human resource plan (plan). The plan will target efforts on critical public service human resource management challenges. An important goal in the plan is to build public service capacity to effectively work with diverse communities.

The agency's governing legislation is the Public Service Act. Section 2(a) of the act states that one of its purposes is to recruit and develop a well qualified and efficient public service that is representative of the diversity of multicultural British Columbia.

MANDATE

The BC Public Service Agency (agency) provides human resource management leadership and services to ministries and other public service organizations.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Work commenced on developing a broad based multicultural approach focused on outcomes to better position the public service to be an inclusive, responsive and results-oriented organization.

The agency has been involved in cross-ministry initiatives relating to multiculturalism, such as:

- renewing an employment strategy for people with disabilities;
- developing a new relationship with First Nations people; and
- supporting citizen-centered service delivery by increasing diversity in the public service.



MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Aboriginal Children and Families

Aboriginal children represent approximately nine per cent of the child population in the province. While the overall child population in B.C. has declined over the past five years, the number of Aboriginal children has decreased at a slower rate than the population of non-Aboriginal children. The percentage of the province's child population that is Aboriginal continues to increase.

Within the current MCFD service delivery structure, Aboriginal children continue to be over-represented in child welfare services, accounting for 49 per cent of all children in care (August 2005). Aboriginal children are also over-represented in the youth justice system. The Province recognizes the need to work with Aboriginal communities to support families to care for their children. In September 2002, the Province and Aboriginal political leadership established a joint dialogue and decision-making process regarding issues relating to the safety and well-being of Aboriginal children and families. Since then, the ministry, in partnership with Aboriginal stakeholders, has been implementing a joint multi-year plan to move authority and responsibility for services closer to Aboriginal communities.

In 2005/06, Aboriginal leadership and government confirmed their commitment to regional governance and moving forward with the creation of five regional Aboriginal authorities for child and family services.

MANDATE

The ministry's mandate is to advance the safety and well-being of vulnerable children and youth, advance early childhood development through strategic investments, and advance and support a community-based system of family services that is sustainable, stable and flexible, and promotes innovation, equity, and accountability. The ministry relies on its four core business areas to implement its strategic direction and achieve its goals and objectives.

1. Child and Family Development

This core business area provides a range of services for Aboriginal and non-Aboriginal children, youth and their families. It includes child protection services, residential, guardianship, foster care, permanency and adoption planning for children permanently in care and services to strengthen and preserve families. It also includes community child and youth mental health services, community youth justice supervision services and services to assist youth who are at-risk or who are commercially sexually exploited.

2. Early Childhood Development and Child Care

This core business area provides early childhood development and child care services. Early childhood development includes services and initiatives to meet the diverse needs of children from birth up to six years of age. This core business area includes a child care system in which families can choose from a range of available, affordable, safe, quality child care options that meet their diverse needs and support healthy child development.

3. Provincial Services and Supports to Children with Special Needs

This core business area provides for the administration of specialized provincial services for children and youth, such as youth custody centres, treatment programs for psychiatrically ill or conduct-disordered adolescents, and services for the deaf and hard of hearing. These services complement the delivery of regionally-based community services. They also include developmental and support services for children and youth with special needs, such as services and funding for children with Autism Spectrum Disorder and early intervention services. This area is also responsible for the Child and Youth Mental Health Plan.

4. Executive and Support Services

This core business area provides overall advice, direction, leadership, and support to ministry programs. This includes overarching policy and legislative support, intergovernmental relations, audit, staff development, performance management and related research functions, administrative and financial support, and guidance.

Adult Community Living Services: Between April 1 and June 30, 2005, the ministry was responsible for the delivery of services to adults with developmental disabilities. On July 1, 2005, this service delivery responsibility was transferred to Community Living BC (CLBC).

In addition to overall responsibility for the ministry, the Minister is responsible for supporting CLBC to achieve its mandate to provide and improve upon services to adults with developmental disabilities. The following provide for these services and related responsibilities:

- **Ministry Services – Adult Community Living**

This provides services to adults with developmental disabilities from April 1 to June 30, 2005 and for the establishment of CLBC's new governance structure. This funding also provides for the Office of the Advocate for Service Quality and general support and advice to the Minister regarding his CLBC-related responsibilities.

- **Transfers to Community Living British Columbia**

This provides for the funding transfer to CLBC for the governance, management, operations, and delivery of services and supports to adults with developmental disabilities from July 1, 2005 to March 31, 2006.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

■ INITIATIVES

EARLY CHILDHOOD DEVELOPMENT / CHILD CARE

Child Care

- One-time only grant funding was allocated in the 2004/05 budget to increase accessibility of child care programs in multicultural communities. This funding supported multicultural and Aboriginal organizations to enhance or deliver community-based quality child care including development of culturally appropriate resources, delivery of culturally appropriate professional development, and training.
- Child care grants of up to \$25,000 were available to support community projects that improved access to or awareness of child care in multicultural and Aboriginal communities.
- 179 grant applications were received and 51 received funding totaling \$974,000.

Child Care Subsidy

- Clients of the Child Care Subsidy program have access to telephone interpreter services in the Vancouver Coastal, Fraser, and Interior regions; the government is working towards providing these services via phone throughout the province.

Early Childhood Development

- Ministry of Education and Ministry of Children and Family Development (MCFD) co-sponsored an early childhood initiative called Ready, Set, Learn. This initiative provides an opportunity for community-based early childhood service providers and schools to provide information to parents to help increase school readiness. Eligibility expanded to include First Nations in 2005.
- The Ready Set Learn family kit is available in 12 languages: Chinese, French, Hindi, Korean, Punjabi, Spanish, Tagalog, Vietnamese, Arabic, Japanese, Persian, and Russian.
- Success by Six® initiatives throughout B.C. have developed 50 inter-sectoral coalitions and established a presence in 150 large and small communities in B.C. Since August 2004, Success by Six® has funded B.C. Aboriginal Child Care Society to hold consultations with key provincial organizations and 200 Aboriginal leaders in regions throughout B.C. The purpose of the consultations has been to determine partnership opportunities and challenges emerging within and across Aboriginal communities. A full report based on the consultations and recommendations has been released.
- In 2002, British Columbia appointed the province's first Provincial Advisor for Aboriginal Infant Development Programs to provide support and services to over 30 Aboriginal Infant Development Programs in B.C. and over 500 Aboriginal children 0-5. Over the past four years, provincial funding has supported the development of a culturally appropriate policies and procedure manual, establishment of a provincial advisory committee to oversee the office, and provided a range of training opportunities to both Aboriginal and non-Aboriginal service providers.
- A number of grants provided to agencies and initiatives to develop culturally appropriate resource materials/directories, promote community planning/capacity development, and training initiatives are inclusive of the multicultural community.
- The Human Early Learning Partnership (HELP), a consortium of universities, support research into early childhood development and provide evidence to guide key investments in Fetal Alcohol Disorder (FASD), child care, speech and language and autism. HELP has administered the early childhood instrument (EDI) to kindergarten students across British Columbia to measure "readiness to learn." Data is currently available on the physical, social, emotional, language, cognitive, and communication skills of children across B.C.
- New investments and the refocus of the Supported Child Development Program have focused on pursuing new options for improving service delivery to Aboriginal children and their families. The refocus of new services are aimed at ensuring culturally sensitive, community-based services, addressing training needs and improving access for Aboriginal children and their families.
- Since 2002, 43 Aboriginal early childhood initiatives have been established in urban, rural, on, and off reserve communities across B.C. Funding is provided to support community-based services ensuring communities have greater access to culturally appropriate ECD prevention and intervention services.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

1. Legislation requires children's Aboriginal and/or cultural identity be preserved and that they receive guidance and encouragement to maintain their cultural heritage.
2. Policy and standards require staff to respect the views, cultural and ethnic heritage, socio-economic circumstances, spiritual beliefs and identity of the child, family and extended family, support the child in understanding and cultivating their heritage, spiritual beliefs and identity, and consult and involve the family's cultural or ethnic community as identified by the child and family in the planning and delivery of services.
3. Provide interpreters for families and/or children in care.
4. Provide services in the native language of a family whenever possible.
5. Publish brochures and pamphlets in nine different languages.
6. Adoption awareness and recruitment campaigns specifically designed for a variety of cultural communities.
7. Foster parent awareness and recruitment campaigns specifically designed for a variety of cultural communities.
8. Multicultural dinners during Foster Parent Appreciation Month.
9. Providing cultural awareness training to staff to promote culturally appropriate service delivery to Aboriginal children, youth, and families.
10. Working co-operatively and collaboratively with Aboriginal leaders and regional planning committees to plan and implement the transfer of responsibility for Aboriginal service delivery to community-based governance structures.
11. Staffing efforts to hire persons of Aboriginal heritage.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

(...continued)

■ INITIATIVES

REGIONAL ABORIGINAL AUTHORITIES

In 2005/06, Cabinet renewed its commitment to the ministry moving forward in collaboration with Aboriginal leadership and communities to plan for the transfer of responsibility for Aboriginal service delivery to a community-based governance model. As well, Aboriginal leadership renewed its commitment to the development of five regional Aboriginal authorities.

Draft legislation was prepared through 2005/06, to be introduced in the spring 2006 legislative sitting, to allow for the creation of Regional Aboriginal Authorities. A working group of ministry and Aboriginal representatives developed recommendations regarding the content of authority-enabling legislation. Aboriginal leadership has expressed concerns on behalf of Aboriginal communities about the need for broader consultation prior to the introduction of legislation. The ministry has delayed the introduction of legislation to accommodate those concerns.

The ministry continued through 2005/06 to work in partnership with five regional Aboriginal planning committees to develop Aboriginal capacity for the transfer of responsibility by 2007/08. Aboriginal planning committees are working closely with regional ministry management to ensure a smooth transition to Aboriginal responsibility. Planning progress included regional service delivery mapping and identifying services that would make up an Aboriginal service delivery stream. Planning committees put in place processes for ongoing consultation with Aboriginal communities regarding planning.

This activity has been co-ordinated through collaborative structures (such as the joint Aboriginal management committee and the Aboriginal chairs caucus/MCFD committee) to ensure consistency and quality assurance in planning for culturally appropriate services.

The planning process also included the development of five regional Aboriginal Child and Youth Mental Health Plans to ensure that strategies for enhancing mental health services are appropriate to the needs of Aboriginal communities.

Complementing this activity through 2005/06 has been ongoing capacity development and support to First Nations delegated agencies and Aboriginal contracted service providers to continue building capacity to effectively deliver culturally appropriate service to Aboriginal children and families.

CHILD AND FAMILY DEVELOPMENT

- Development of three new delegated Aboriginal agencies and signing of new delegation enabling agreements - Surrounded by Cedar Child & Family Services in Victoria; Desniki Child & Family Services in the Interior and Namgis Child and Family Services on Vancouver Island. Participation of provincial government in signing ceremonies with First Nations to be served by these agencies.
- Continued transfer of Aboriginal children in care to delegated Aboriginal agencies: currently 1392 or 31% of Aboriginal children in care.
- Revision of the Aboriginal operational and practice standards and Indicators.
- Provision of 10 cultural awareness training sessions to ministry staff throughout B.C.
- Participation in quarterly joint Aboriginal management committee (JAMC) meetings for the purpose of implementing the commitments of the 2002 MOU.

CFD (BY REGION):

INTERIOR REGION -

- MCFD region and Aboriginal Services Division participated in a conference hosted by the Knucwentwecw society Sept. 19-20, 2005. The meeting was attended by ministry team leaders, regional management, headquarters staff, Cariboo Tribal Council treaty office staff, Delegated Agency Executive Directors and their board members, and the Interior region Aboriginal planning committee staff (APFA). The meeting focused on Aboriginal regional authorities, Treaty, and the role of delegated agencies in current and future service provision.

- On June 20, 2005, the South Okanagan Boundary Similkameen Aboriginal Services Team was established. This team's development and services are overseen by a local Aboriginal advisory table. This table has representation from local First Nations, Okanagan Métis and the Oonakane Friendship Center, and was formed with the blessing of the Aboriginal Peoples Accord. The aim is to serve Aboriginal children, youth and families in the manner the Aboriginal authority would if it were delivering the services. The team will be the stewards of these services until the transition takes place.

- A successful signing ceremony took place on June 23, 2005 in Williams Lake for the Desniki Services Society. The Delegation Enabling Agreement was signed with the federal and provincial governments for the Desniki Services to take over family services and guardianship from MCFD. The society presently serves 3,500 members of the Tsilhqot'in Nation. The signing ceremony marked the culmination of a five-year process of Desniki Services Society taking over services from the provincial and federal agencies. The ceremony included speakers, drummers, and traditional dancers.

Interior Region Supported Child Development

- A successful consultation was held in Kelowna on Jan. 23, 2006, with Aboriginal and non-Aboriginal community partners, including the Interior region's Aboriginal People's Family Accord, for planning for services and developing capacity in the region.

FRASER REGION -

- Multicultural Early Childhood Development (ECD) Program with SUCCESS: This program provides services in Cantonese, Mandarin, Korean and Farsi. ECD staff do community outreach in such areas as parent education, ECD programs (Mother Goose) and literacy programs. This program not only provides a service, but also develops inroads and creates bridges to mainstream services.

- Ethnocultural Mental Health Counselling: (Surrey Delta Immigration Services Society). This is a new, ongoing service as of November 2005. The service is intended to provide direct clinical mental health services to children and youth and to increase the connection between families from various ethnocultural backgrounds and mental health services provided in the community and by MCFD's Children and Youth Mental Health (CYMH) teams by reducing stigma and increasing understanding. Direct clinical therapy including assessment, provisional diagnosis, and treatment will be provided to children and youth in families whose first language is other than English.

- Multicultural Outreach: (Surrey Delta Immigration Services Society) Via the Make Children First program, outreach funds are provided to a Surrey multicultural agency to contribute to the building of a sustainable, integrated network of early childhood development supports and services. The primary goal is to connect with Polish, Arabic, Swahili and French families who are living in isolation, and to connect them with resources available in their own community.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

- Umoja Operation Compassion Society: Via the Make Children First program, the goal is to provide services to hard to reach African families who are living in isolation due to barriers such as language, transportation, poverty, and/or lack of knowledge about resources available in the community.
- Burnaby Child and Youth Mental Health has a multicultural worker who identifies families who need mental health services and assists those families to find services within the mental health continuum. This is primarily for families with children under six.
- The Lower Mainland Multicultural Family Support Services Program offers information, counselling, and parenting support programs to multicultural families.
- A coalition of agencies in Burnaby has set up two homework clubs for African children and a community kitchen drop in for African women.
- The Burnaby School Aged Initiative has targeted the Afghan and Sudanese communities to work with children six to 12.

NORTH REGION

- Bulkley Valley/Nechako sub-region team leaders and team leaders from three Aboriginal agencies, Carrier Sekani Family Services, Nezul Be Hunuyeh, and Gitxsan Child & Family Services meet to improve working relationships between MCFD and the Aboriginal agencies.
- There are joint meetings with Aboriginal agencies and communities to plan events that represent the Aboriginal culture.
- Training events sponsored by MCFD include our partners with Aboriginal agencies.
- Ministry staff attend cultural awareness training.
- MCFD staff have participated in Aboriginal Day events by working in recreational booths and taking children to events.
- Fort St. John office has social worker liaison staff assigned to each of the three First Nations; they meet every six weeks to share information about services, new happenings, changes at office/Band.

VANCOUVER ISLAND REGION

- The region's language list ensures that interpreters are available to support communications between staff and ministry clients.
- Regional staff utilizes the ministry's CultureGrams as a means of providing effective services to children and families from different cultures.
- The region has contracts with intercultural agencies to provide translation services and to provide family support services (e.g. for counselling and establishing community supports) to immigrant and refugee families.

- The region supports the diversity initiatives of the ethnocultural advisory committee in the South Vancouver Island area.
- The region staffs a (.5 FTE) ethnocultural therapist position supporting Child and Youth Mental Health (CYMH) Services.

VANCOUVER COASTAL REGION

- Keys to Success is a demonstration project through the Mental Health Evaluation & Community Consultation Unit (MHECCU) – a program within the Division of Mental Health Policy & Services, one of eight academic divisions of the Department of Psychiatry in the Faculty of Medicine at the University of British Columbia. The purpose is to reduce anxiety / concerns among new Chinese Immigrant parents with pre-school children to make the transition to school much better. There are three contract staff hired through Touchstone Family Association, but it is a partnership with MCFD, Vancouver Coastal Health and multiple agencies. There have been multiple group sessions (12 weeks each) run for the last 18 months. Data is showing a significant reduction in parental anxiety regarding their children transitioning to school. It is believed this will decrease the child's anxiety and improve learning opportunities. The program ended on March 31, 2006, but we are looking to secure ongoing funding due to the outcomes reported. Additionally, we would like to expand to other cultural groups.

Multicultural Funders Roundtable

- Members are representatives of funding bodies (agencies, organizations and government) which have an active interest and investment in the themes of multiculturalism, diversity, settlement and/or anti-racism, in the Lower Mainland. New members will be solicited and welcomed on an ongoing basis.
- Mandate is to provide funders of multicultural, human rights, settlement and diversity issues in the Lower Mainland with an opportunity to share information, and collaborate on planning, resource allocation, and targeted activities so as to improve access, social inclusion, equitable participation, and organizational capacity for minority communities.

PROVINCIAL SERVICES

- MCFD provided funds to the McCreary Youth Foundation to support community-based projects addressing prevention, treatment, and exiting strategies for children and youth at risk or involved in commercial sexual exploitation. The McCreary Youth Foundation also released a report on the health of Aboriginal youth.
- In 2004/05, McCreary awarded a grant to the Surrey Delta Immigrant Society to increase awareness of sexual exploitation in Vietnamese, Filipino and South Asian

communities, and another grant to Children of the Street to translate a parent guide into Simple and Traditional Chinese, Punjabi and Vietnamese.

- Translation of information and educational materials specific to the Ministry of Children and Family Development (CYMH) is in process.
- A multicultural forum with 30 CYMH service providers was held in December 2005.
- Service enhancements as part of the CYMH Plan include one and a half new multicultural, multilingual FTEs (Tri-cities and Victoria) and new contracted services in Surrey for 05/06. For 2006/07 there are additional FTEs (Tri-Cities, Abbotsford, and Burnaby), as well as contracted services in several communities. If a family requires foreign language support, the Ministry does its utmost to provide it.
- Aboriginal Primary Prevention Project will address anxiety disorders prevention in school children using a successful program model modified for use with Aboriginal children.
- As part of service enhancements introduced through the Child & Youth Mental Health Plan, the ministry is hiring dedicated Aboriginal mental health outreach clinicians and support workers.
- The ministry has approved funding for a number of local and regional demonstration projects that will address anxiety disorders in Aboriginal and multicultural communities.
- The main multicultural services that the Children and Youth with Special Needs (CYSN), Provincial Autism Initiatives and the Provincial Program for the Deaf and Hard of Hearing divisions are provided through our service providers such as the:
 - Autism Community Training Society (ACT), which provides services and supports in Cantonese, Mandarin, Tagalog, and Taiwanese;
 - Multilingual Orientation Services Association for Immigrant Communities (Mosaic), which provides onsite and telephone interpreting services and translation; and,
 - Centre for Ability which reaches out to parents in different communities by providing translation and interpretation for its wide variety of support services that include information on disabilities, help in identifying funding, community integration and inclusion, networking with other families and many more.
- Some additional initiatives that the Ministry has undertaken in this area are:
 - The translation of the Transition Guides for Youth with Special Needs and their Families into French.
 - The translation of the Autism Parent Handbook and Parent Resource Directory into French.

MINISTRY OF COMMUNITY SERVICES AND MINISTER RESPONSIBLE FOR SENIORS' AND WOMEN'S ISSUES

MANDATE

The mission of the Ministry of Community Services and the Minister Responsible for Seniors' and Women's Issues is to promote sustainable, livable communities that provide healthy and safe places for British Columbians.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life for British Columbians, and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Commitment to offering ministry publications in several languages (e.g. Information for Seniors - Your Guide to Programs and Benefits in British Columbia and the Voter's Guide to Local Elections are available in English, French, Cantonese, and Punjabi), and to using plain language so that ministry publications are accessible to all British Columbians.
- Commitment to making ministry programs and services available to all by offering them in a variety of languages (e.g. outreach services).
- Commitment to promoting an inclusive, discrimination-free environment for ministry staff and clients (e.g. mandatory discrimination prevention training).

■ INITIATIVES

• The ministry has been working on the implementation of the Inclusive Inner-City Commitments, which benefit a variety of urban cultural and ethnic communities. The 2010 Winter Games, provide an important opportunity to include Vancouver inner-city residents, community organizations and businesses in the potential benefits that flow from the 2010 Games while minimizing adverse effects on inner-city communities. These commitments support efforts in a wide range of areas, including housing, employment, business development, cultural and arts services, health and physical fitness, accessibility and the environment.

• Through the BladeRunners program, the ministry has collaborated with the private sector to secure training and jobs in the construction industry for at-risk youth who are mostly from inner-city communities. Over half of all program participants are Aboriginal. In 2005/06, 161 BladeRunner participants have moved into employment.

• The 18 members of the Premier's Council on Aging and Seniors' Issues were announced on October 2005 and represent the diverse regional and multicultural communities across the province.

• The Federal/Provincial/Territorial Ministers Responsible for the Status of Women hosted a National Policy Forum on Aboriginal Women and Violence in Ottawa on March 27 and 28, 2006.

• The Federal/Provincial/Territorial Ministers Responsible for Seniors, Access to Information and Services in a Culturally Sensitive Manner Working Group is addressing communication barriers that seniors face, with a focus on Aboriginal seniors, immigrant seniors, and seniors with disabilities.

• The Local Government Department provided funding to the Community to Community (C2C) Forum Program, a joint venture of the Union of BC Municipalities and the First Nations Summit. The program provides financial and in-kind assistance to promote and support relationship-building activities between local governments and First Nations. Activities range from discussing local initiatives to strengthening inter-community communication to producing agreements such as protocols for regional co-operation. These activities provide considerable opportunity for cross-cultural understanding and awareness.

In 2005/06, the program supported a provincewide forum and 35 regional events involving over 40 local governments and 50 First Nations. For 2005/06, the ministry has committed a further \$50,000 for the C2C Program, and \$10,000 for the new C2C Connect newsletter, to continue forum dialogue and share success stories throughout the province.

• The ministry has worked to increase the capacity of government and communities to address issues facing innercities in B.C. This has been carried out through urban development agreements that involve the federal, provincial and local governments, communities, and the private sector to promote and support sustainable economic, social, and community development. The urban development partnership process has been initiated with a number of B.C. communities. For example, the ministry worked with the federal government and the City of Victoria to develop the draft Victoria Urban Development Agreement, which sets out how the three levels of government will work together to ensure that Victoria develops as a vibrant, compassionate city and that collective action to address urban challenges is inclusive of the diversity of the community. Provincial funding helped engage community groups, including cultural groups, in the development of the draft agreement. In addition, the Vancouver Urban Development Agreement, which has supported programs and services to improve health, economic revitalization, and public safety in Vancouver's Downtown Eastside was renewed.

• The ministry co-ordinated the provincial role in the World Urban Forum (June 19 - 23, 2006) that will deliver as one of 150 workshops a session that highlights the City of Vancouver's social cohesion success.

• The ministry is working with provincial and federal government agencies to support healthy, safe communities that address the root causes of crime and victimization and to produce a more supportive environment for persons of all cultures.

• The Ministry of Community Services funds 13 multicultural outreach services in 10 communities for women who have experienced violence and for whom English is not their first language; service is provided in 20 different languages.

MINISTRY OF ECONOMIC DEVELOPMENT, INCLUDING BC OLYMPIC & PARALYMPIC WINTER GAMES SECRETARIAT

■ INITIATIVES

The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.

The ministry is responsible for development of the Asia-Pacific Initiative, to help maximize commerce within the region to the benefit of all British Columbians and Canadians. An Asia-Pacific Trade Council has been established, through the ministry, to advise government on ways to help leverage the province's unique gateway location.

A key part of the ministry's mandate is to host incoming international trade and investment delegations and to plan outgoing trade and investment missions. As part of these initiatives, the ministry works with all multicultural groups in B.C. to ensure that incoming delegations recognize that one of our greatest competitive advantages is the cosmopolitan nature of our province. Outgoing trade and investment missions also highlight the cultural diversity of B.C. and the economic opportunities that diversity generates.

The ministry also has responsibility for economic immigration and, through initiatives such as the Provincial Nominee Program, Skills Connect, and the International Qualifications Program, government is helping to encourage qualified foreign business people to visit B.C. and provide assistance to those who wish to immigrate and to resettle here successfully.

BC Secretariat staff maintain regular contact with the Settlement and Multiculturalism Division of the Ministry of Attorney General. This has included discussing development of a multicultural theme around the 2010 Games (part of a cultural diversity strategy), and meeting with the Minister's Multicultural Advisory Council.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry executive support government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of B.C. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity. The ministry continues to support staff activities that promote awareness of diversity and multiculturalism.

The BC Secretariat is responsible for providing co-ordination and oversight within the provincial government to ensure the province meets its service commitments, including those made in the inclusive commitment statement.

The BC Secretariat also ensures the Vancouver Organizing Committee (VANOC) meets their financial infrastructure and service commitments, including those under the Multiparty Agreement. This includes specific reference to VANOC ensuring that "any cultural program or events associated with the Games will reflect the cultural diversity of Canada, B.C., the city of Vancouver and the resort municipality of Whistler."

MANDATE

The Ministry of Economic Development is the primary provincial agency responsible for initiatives and programs dedicated to creating a strong provincial economy in B.C. Activities within the Ministry are focused on building a competitive business environment that gives the private sector confidence to invest, generate opportunities, and create jobs throughout B.C.

The BC Olympic & Paralympic Winter Games Secretariat (BC Secretariat) is the provincial agency responsible for overseeing British Columbia's Olympic and Paralympic financial commitments and ensuring British Columbia's Olympic vision is achieved.



KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry strives to increase the promotion of British Columbia as a destination of choice for new investment and business by marketing B.C. to entrepreneurial immigrants and promoting and supporting incoming and outgoing trade and investment missions.

MINISTRY OF EDUCATION

■ INITIATIVES

- Safe, Caring and Orderly Schools
- Diversity in B.C. Schools
- Ready, Set, Learn
- ESL funding
- ESL accountability
- Aboriginal education funding
- Aboriginal education accountability

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Diversity in B.C. Schools. A Framework
www.bced.gov.bc.ca/diversity/diversity_framework.pdf

English as a Second Language Policy (1999)
www.bced.gov.bc.ca/esl

English as a Second Language Standards (2001)
www.bced.gov.bc.ca/esl/standards.pdf

B.C. Performance Standards for Social Responsibility (2001)
www.bced.gov.bc.ca/perf_stands

Safe, Caring and Orderly Schools: A Guide (2004)
www.bced.gov.bc.ca/sco

Funding: English as a Second Language
www.bced.gov.bc.ca/policy/policies/funding_esl.htm

Funding: Aboriginal Education
www.bced.gov.bc.ca/policy/policies/funding_abed.htm

Accountability mechanisms: Accountability Contracts, Annual School Plans, Foundation Skills Assessment Results, Satisfaction Surveys
www.gov.bc.ca/bced

Aboriginal Education Enhancements Branch
www.bced.gov.bc.ca/abed

Aboriginal Education Enhancement Agreements
www.bced.gov.bc.ca/abed/agreements

Language Education Policy: designed to be an integral part of the Kindergarten to Grade 12 Education Plan and to recognize the official languages of Canada and the growing number of other languages spoken by British Columbians
www.bced.gov.bc.ca/policy/policies/language_educ.htm

MANDATE

The ministry's vision is to make B.C. the best-educated, most literate jurisdiction on the continent.

The mission of the Ministry of Education is to set legal, financial, curricular, and accountability frameworks so as to enable all learners to develop their individual potential and to acquire the knowledge, skills, and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous, sustainable economy.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The School Act articulates the purpose of the British Columbia school system: to enable all learners to develop their individual potential and to acquire the knowledge, skills and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous and sustainable economy.

To achieve this purpose, the school system must strive to ensure that differences among learners do not impede their participation in school, their mastery of learning outcomes, or their ability to become contributing members of society.

The school system is expected to promote values expressed in the Constitution Act, the Charter of Rights and Freedoms, the Official Languages Act, the Multiculturalism Act, the BC Human Rights Code, the Employment Equity Act, and the School Act, respecting the rights of all individuals in accordance with the law.

The school system therefore strives to create and maintain conditions that foster success for all students and that promote fair and equitable treatment for all. These conditions include:

- Equitable access to and equitable participation in quality education for all students.
- School cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve.
- School cultures that promote understanding of others and respect for all.
- Learning and working environments that are safe and welcoming, and free from discrimination, harassment, and violence.
- Decision-making processes that give a voice to all members of the school community.
- Policies and practices that promote fair and equitable treatment.

MINISTRY OF EMPLOYMENT AND INCOME ASSISTANCE

■ INITIATIVES

For the fourth consecutive year, the ministry approved a Human Resources and Social Development Canada transfer request (\$3M in 2005/06) to the Aboriginal Human Resources Development Agreement holders of British Columbia Labour Market Development Agreement.

The BC Construction Association (BCCA), in conjunction with the Cowichan Tribes, developed the Skilled Trades Employment Project (STEP) modeled on the successful Saskatchewan Construction Career program. The Ministry of Employment and Income Assistance (MEIA) and Ministry of Aboriginal Relations and Reconciliation co-sponsored a four-month, \$48,620 contribution agreement with the BCCA to place 10 individuals in construction employment in the Duncan area over the period Jan. 12 to May 31, 2005. The STEP project placed 62 individuals directly into construction industry jobs. A further 99 were placed in employment outside the construction industry for a total of 161 job placements.

The ministry provides supports for persons in need. These include programs such as English as a second language (ESL) for immigrants/new Canadians.

The ministry's online web orientation for new applicants is available in 12 different languages and for non-literate clients. English and translated versions are available in audio.

The ministry's policy change of a two-year financial independence requirement allows supervisors to use discretion to authorize the issuance of assistance in cases where, due to factors beyond an applicant's control, the applicant could not have achieved two consecutive years of financial independence prior to applying for income assistance, and the applicant would experience undue hardship if eligibility were denied. As examples:

- Factors beyond an applicant's control could include applicants who immigrated to Canada as refugees since they may have been previously restricted to living in a community, or country, where the economic and/or social conditions prohibited or precluded the possibility of two consecutive years of financial independence and the family or applicant will be unable to secure basic food, shelter and/or required medical attention if denied income assistance.
- In some situations, the applicant who immigrated as a refugee may meet the two years of financial independence requirements, but circumstances in their source country prevent them from obtaining the appropriate documentation. In this situation, a signed declaration in the absence of verification may be sufficient and, is at the discretion of the supervisor to allow the issuance of income assistance if it is deemed that the applicant would experience extreme hardship if they were denied assistance.

MANDATE

The mission of the Ministry of Employment and Income Assistance (MEIA) is to provide services that move people toward sustainable employment and assist individuals and families in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's goal is to have a diverse workforce that provides equal opportunity and is representative of the B.C. population. The ministry continues to support staff activities which promote awareness of diversity and multiculturalism and the provision of services that are culturally responsive.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry continues to provide new employees with information regarding diversity issues and discrimination prevention. An online reference tool containing information on other cultures and countries is accessible to all ministry staff to assist in continuous learning.

MINISTRY OF ENERGY, MINES AND PETROLEUM RESOURCES

(Note: Until July 2005, the name of the Ministry was Ministry of Energy and Mines.)

MANDATE

The Ministry of Energy, Mines and Petroleum Resources (MEMPR) is tasked with managing the responsible development of British Columbia's energy, mining, and petroleum resource sectors.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is committed to respectful, honest, and ethical behaviour in all its communications and actions.

■ INITIATIVES

MEMPR has worked directly with First Nations communities to build capacity and engage First Nations in resource development in their area. A prime example of such an initiative is the West Moberly and Saulteau First Nations Community Coal Workshop co-hosted by MEMPR on June 23 and 24, 2005 in Moberly Lake, B.C. The workshop included a coal tour for elders and school children and a full day of presentations by the First Nations, provincial government, and coal industry representatives on topics related to coal mining.

Another key example is a three-year, \$200,000 agreement between MEMPR and the Yekooche First Nation, negotiated through the former Treaty Negotiations Office, created to provide prospecting and field school opportunities to First Nation members.

MEMPR has also made geology instruction and networking/negotiation funds for opportunities with mining companies available. The Mining and Minerals Division's Central/Northeast Regional Office co-ordinated and participated in this endeavour.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MEMPR's Aboriginal Relations Branch works to enhance aboriginal participation in the oil, gas, and mining industries by undertaking economic development initiatives, providing First Nations access to training and education programs, industry forums, and increasing capacity for participating in land use decisions.

Public consultation forums conducted to provide input into ministry policies, programs, and decisions are designed to welcome and encourage the participation of all interested citizens.

Ministry practice is to encourage employment applications from all qualified candidates regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

MINISTRY OF ENVIRONMENT

■ INITIATIVES

Effective partnerships with First Nations:

- The ministry is committed to developing effective partnerships with First Nations.
- Currently, the ministry is actively supporting and developing Parks Collaborative Management Agreements and Regional Fish and Wildlife Advisory Agreements. The development of these agreements will involve an increasing number of the province's First Nations.

Provision of multi-lingual exams:

- To assist agricultural producers for whom English is their second language, the ministry has translated its exams about safe pesticide use into Punjabi, Mandarin Chinese, and Vietnamese.

MANDATE

- The mandate of the ministry is to protect human health and safety, and to maintain and restore the diversity of native species, ecosystems, and habitats.
- Through partnerships across government, and with First Nations, the private sector, and communities, we work to enhance the protection and stewardship of water and air resources, advance sustainable use of environmental resources, and provide exceptional outdoor park and wildlife services and opportunities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Provided with executive summaries and reports of demographic information, each division in the ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations, and intergovernmental activities.

Ministry employees have participated in various related training courses or workshops, including: building workplace trust, team effectiveness, listening, hearing and responding, discrimination prevention, and various leadership workshops.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry operates in the spirit of multiculturalism. The Assistant Deputy Minister, Corporate Services Division, is the executive sponsor for multiculturalism and reports to the executive committee on equity and diversity issues and accomplishments.

ENVIRONMENTAL ASSESSMENT OFFICE

MANDATE

The mandate of the Environmental Assessment Office is to act as a neutral agency that fairly and within legislated timelines considers the potential effects of proposed projects and ways to minimize or avoid any adverse effects.

■ INITIATIVES

Effective partnerships with First Nations:

- The office is committed to developing effective partnerships with First Nations.
- Currently, the office is undertaking the development of an enhanced Environmental Assessment process to ensure First Nations engagement in the environmental assessment process.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The office operates in the spirit of multiculturalism. The Associate Deputy Minister is the executive sponsor for multiculturalism and reports to the executive committee on equity and diversity issues and accomplishments.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Office employees have participated in various related workshops or meetings, including: a joint Environmental Assessment Office/Ministry of Attorney General workshop on First Nations, a Feb. 20, 2006 meeting with Kathryn Kickbush on New Relationship implementation, and various leadership workshops.

MINISTRY OF FINANCE

■ INITIATIVES

- Ministry employees participate in multicultural training and development workshops including: Aboriginal cultural awareness and discrimination prevention training.
- The ministry makes budget highlight information available in Chinese and Punjabi.
- The ministry actively promotes multicultural participation in the annual budget consultation process by making the budget consultation paper available in Chinese and Punjabi.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry 2005/06 human resources plan included a number of goals and objectives that were developed to ensure a diverse and respectful people strategy, including:

- Promote and encourage appreciation of diversity, respect, collaboration, and other ministry values by all employees.
- Foster a culture of continuous learning, innovation, and growth and encourage staff to develop new skills and seek out new and non-traditional ways to serve ministry clients more effectively.
- Value being a flexible organization that strives to meet both personal need and corporate requirements, recognizing the diversity of the staff and that "one size fits all" is not effective.
- One of the four core values of the ministry is respect - to treat, those we serve, and each other, with courtesy, fairness, dignity, and trust.
- The ministry makes budget highlight information available in Chinese and Punjabi.
- The ministry's public affairs staff assists a wide range of ethnic media with queries about financial issues and requests for interviews with the Minister.
- The ministry keeps informed on issues of importance to members of the multicultural community.
- The ministry actively promotes multicultural participation in the annual budget consultation process by making the budget consultation paper available in Chinese and Punjabi.

MANDATE

The Ministry of Finance plays a key role in establishing, implementing, and reviewing government's economic, fiscal, and taxation policies and continues to focus on the priorities that will ensure the province's success in meeting its fiscal objectives and, thereby, supporting the achievement of the Five Great Goals.

The ministry provides banking, accounting, financial, and economic planning and reporting, risk and debt management, and capital project oversight services, develops policy for regulating the financial and real estate sectors, has developed a framework for government's management of its Crown corporations, sets public sector negotiating framework, is developing a fiscal framework to support the new relationship with First Nations, oversees effective financial and management practices and controls, serves as the registrar of corporate entities, personal property, and manufactured homes and provides other related services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The ministry is committed to a work environment that is free of discrimination.
- The ministry is committed to ensuring the workplace is accessible and representative of the workforce through hiring practices that are fair and equitable.
- The ministry strives to deliver its programs and services in a manner that is fair, equitable, and respectful to all clients and citizens.
- The ministry supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

MINISTRY OF FORESTS AND RANGE AND MINISTER RESPONSIBLE FOR HOUSING

MANDATE

Since its establishment in 1912, the Ministry of Forests (MoF) has been mandated to protect and manage the public's forest and range resources. As stewards of these resources, the ministry has the responsibility to ensure that their use to generate economic benefits is balanced with their long-term viability. In support of this, the ministry delivers programs and services through seven core business areas: forest protection, stewardship of forest, compliance and enforcement, pricing and selling, B.C. timber, executive and support services, and forest investment.

The Office of Housing and Construction Standards brings together key areas of government devoted to addressing the broad housing needs of British Columbians. The office is responsible for provincial housing policy, building policy, safety policy, and the Residential Tenancy Branch. In addition, the office has responsibility for several Crown agencies, boards and commissions, including BC Housing, the Homeowner Protection Office (HPO), the Building Code Appeal Board and the Safety Standards Appeal Board. With this structure, government's efforts to improve access to safe and stable housing for all British Columbians are integrated and aligned.

■ INITIATIVES

The ministry recognizes that one of the key strategies to ensuring that we have the right people, with the right skills, at the right place and at the right time. The ministry will be to work with multicultural communities. In November 2005, created a human resources strategy, including a workforce plan. The ministry is working on specific initiatives that will identify opportunities to increase job opportunities for all B.C. citizens (e.g. forest sector recruitment campaign involving government, industry, contractors, post-secondary education providers, as well as First Nations communities and working with SUCCESS). To be successful in the future, the ministry needs to reach out and engage with our local communities.

The ministry also continues to work with First Nations in order to find ways to increase participation in the forest sector. The ministry is working with students from the First Nations forest technology programs to provide job opportunities that support the teachings they receive at school.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Both the Forest Service and the Office of Housing and Construction Standards executives are committed to creating a work environment that: reflects, respects, and values the diversity of British Columbia, provides a workplace that is free of racism, harassment, and discrimination, and ensures that there is equal opportunity for full participation and access to all services within the communities they serve.

To ensure integration into the day-to-day operations of the organization, the ministry continues with its strategy that shifted the focus from equity and diversity to one that encompasses all aspects of diversity issues, including multiculturalism, employment equity, and human rights.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs, and services continuously, to ensure they are fair and equitable, and to ensure they do not impose barriers.

Some specific programs in place are: Aboriginal fire crews, Accessibility Handbook, Building Access Handbook, Assisted Living programs. As well, the Residential Tenancy Branch conducted four speaking engagements with the United Chinese Community Enrichment Services Society (SUCCESS) - three in Mandarin/Cantonese and one in Farsi.

MINISTRY OF HEALTH

MANDATE

The Ministry of Health is responsible for British Columbia's health system, with a mandate to guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health. The ministry has been leading a redesign of health services in the province to ensure our health system meets the needs of the population now and in the future. The ministry works closely with health service providers throughout British Columbia to design and deliver services to assist people across their life spans, from health promotion and protection programs to maternity services to surgical procedures to end-of-life care.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Providing equitable health services to British Columbians is a priority for the government. To guide these efforts, the ministry has focused on three goals: improve health and wellness for British Columbians, deliver high quality care, and ensure the system is sustainable for today and future generations. Providing British Columbians with self-care tools and resources can empower individuals and families to stay healthy and manage minor and chronic conditions safely, in collaboration with a health care professional where necessary. If we can keep people healthy and out of the health care system, we win on two fronts: people have a better quality of life and scarce resources can be freed up for non-preventable illness. The Ministry of Health works with six health authorities to deliver a full range of health services. The following programs support these goals and the delivery of health services in a culturally sensitive and appropriate way to B.C.'s diverse communities.

- Health authority performance agreements with the ministry include the responsibility for providing a continuum of health services addressing the complexity and diversity of the clients who reside within their health region, and to take the appropriate steps to ensure health services are high quality and universally accessible.
- The Population Health and Wellness Division works to ensure the health system respects the needs of B.C.'s specific populations, to improve health and wellness, and to reduce inequities in health. One example is improving the health status of Aboriginal peoples.
- The Aboriginal Health Branch applies an Aboriginal lens to health legislation, policy, and program development. They also support health authorities in planning and delivering culturally responsive services and targeted actions to improve the health status of the Aboriginal population.
- The Nursing Directorate's vision respects diversity: Nursing is a key health profession that mirrors the diverse population in B.C. and provides leadership in creating positive changes in health policy and delivery systems.
- Each health authority prepares Aboriginal health plans to better serve the Aboriginal population.
- The ministry considers the intent and spirit of multiculturalism in the development and implementation of communication activities, including publications, advertising, and media relations.
- The Health and Human Services Library offers a wide range of books and videos on diversity and culturally responsive service delivery.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health is committed to building a sustainable, patient-centered, public health system focused on the diverse needs of British Columbians. The ministry is also dedicated to creating an organization and health system that reflect and respect the diversity of the communities it serves. Our values support this vision and define our organizational behaviour:

- Citizen and patient focus which respects the needs and diversity of all British Columbians.
- Equity of access and in the quality of services delivered by government.
- Access for all to quality health services.
- Effectiveness of delivery and treatment leading to appropriate outcomes.
- Efficiency providing quality, effective, evidence-based services in a cost effective way.
- Appropriateness, providing the right service at the right time in the right place.
- Safety in the delivery of health services to minimize risks to the health and safety of British Columbians.



MINISTRY OF HEALTH

(...continued)

■ INITIATIVES

As part of its commitment to quality service, the ministry recognizes the importance of equal access to information, services, and programs and is committed to translating key information into widely spoken languages to support British Columbians' efforts to stay healthy.

BC HealthGuide Program provides 24-hour access to reliable health information and advice to help British Columbians make better decisions about their health. www.bchealthguide.org

- Find Multicultural Health at: www.bchealthguide.org/multicultural.stm in French, Chinese, Punjabi, and Farsi.
- Find Aboriginal Health at: www.bchealthguide.org/aboriginal.stm. This site is focused on the health needs of Aboriginal individuals and communities.
- BC NurseLine provides toll-free health information and advice from a registered nurse 24 hours every day, with translation services in over 130 languages, plus services for people who are deaf or hearing impaired. Pharmacists are also available to answer medication related calls from 5 p.m. to 9 a.m. daily. www.bchealthguide.org/nurseline.stm
- BC HealthGuide Handbook provides information on health concerns, symptoms, home treatment, and care options, as well as tips on preventing illness. The handbook is available in English and French and will be translated and available in 2006 for B.C.'s Chinese and Punjabi-speaking communities. www.bchealthguide.org/healthguide.stm
- BC First Nations Health Handbook is a companion to the BC HealthGuide Handbook. The handbook provides information on unique health services for First Nations, as well as advice for health professionals serving First Nations' individuals and communities.
- BC HealthFiles, a series of fact sheets on public health and safety, some of which are available in French, Spanish, Vietnamese, Punjabi, and Chinese. www.bchealthguide.org/healthfiles/index.stm
- Patient safety brochures are produced in English, French, Chinese, and Punjabi.
- Program brochures and information are available in Punjabi, Chinese, and French.
- Fridge magnets and business cards on BC NurseLine and Pharmacist Service are available in Punjabi, Chinese, and French.
- Multicultural Health Fairs - Along with other community partners, the Ministry of Health has provided funding for multicultural health fairs hosted by the Affiliation of Multicultural Societies and Service Agencies and the Immigrant and Multicultural Services Society.

Health Human Resources

- **International Medical Graduates** - Government is expanding the first-year residency spots for foreign-trained doctors from

six to 18 in the next calendar year. Six of these new spaces are for family medicine and, for the first time, B.C. will accept candidates who wish to pursue specialist residencies - six are for specialties such as internal medicine, general surgery, psychiatry, pediatrics, pathology, anesthesiology, obstetrics, and gynecology.

- **Internationally Educated Nurses** - Government supports the integration of international nurses through the Return to Nursing Fund, which provides funding support for nursing refresher programs, qualifying courses and English language instruction, and the Provincial Nominee Program, which enables foreign nurses to immigrate to B.C. to fill critical nursing shortages. Since 2001, 451 international nurses have been supported through the return to nursing fund, and 307 have immigrated through the Provincial Nominee Program.
- **Aboriginal Nursing Strategy** - Enhance Aboriginal nursing projects with a focus on issues that included recruiting Aboriginal youth into the nursing profession, supportive recruitment practices for Aboriginal and non-Aboriginal nurses to Aboriginal communities, and retention initiatives for nurses working in Aboriginal communities. www.health.gov.bc.ca/ndirect/NursingStrategies/previous/ns_summary_0405.html

Other Translations

- The expanded **Health and Seniors' Information Line** improves services for B.C.'s seniors with one-stop access to information on health and other government services. Translation services are available in over 130 languages upon request. Call toll-free in B.C. 1 800 465-4911 or in Victoria 250 952-1742.
- **Information for Seniors: Your Guide to Programs & Benefits in British Columbia** is available in English, French, Punjabi, and Chinese.
- **The Child Health Passport** has been recently updated and translated into French. www.healthservices.gov.bc.ca/cpa/publications/passport_web_fr.pdf
- **B.C.'s Vital Statistics Agency** is committed to making its services and programs available to all British Columbians. The agency has produced a series of guides in Punjabi, Chinese, and Vietnamese. These include: A Guide to Registering Your Child's Birth, A Guide to the Marriage Licence and Registration Form, A Guide to Applying for Birth, Death and Marriage Certificates.
- **You and Your Health: A Woman's Handbook** is available in English and French.
- **Your New Fair PharmaCare Program: Fair Care for Everyone** is available in English, French, Chinese, and Punjabi.
- Information on the monthly deductible payment option is available in English, French, Chinese, and Punjabi.
- **Mental Health and Addictions Services** - Translated guidelines and best practices are available in Punjabi and Chinese at: <http://www.healthservices.gov.bc.ca/mhd/bpelementsbc.html>.

MINISTRY OF LABOUR AND CITIZENS' SERVICES

■ INITIATIVES

- The Labour Relations Board, the Workers' Compensation Appeal Tribunal, and the Employment Standards Tribunal provide and pay for interpreters at hearings for parties who have difficulty speaking or understanding English. Submissions are also translated as required and provided to all parties. Training in cultural awareness and discrimination prevention is provided to employees.
- The Employment Standards Branch has developed culturally sensitive services aimed at increasing understanding of, and compliance with, the Employment Standards Act. Many of these services are focused on sectors such as agriculture and the garment industry that employ large numbers of immigrant workers. Various fact sheets are available in seven languages and the branch maintains a list of 18 staff members fluent in a total of 14 languages other than English, who are available to provide translation services concerning a specific case or to assist callers who contact the branch's 1-800 information line with enquiries.
- The Employers' Adviser Branch ensures each new adviser upon hiring is scheduled for diversity training within three months. The Workers' Adviser Branch continues to work with translation agencies

to help English as a Second Language (ESL) and non-English speaking injured workers access and understand WorkSafeBC decisions and appeal decisions affecting their livelihoods, including plain language fact sheets and a worker's information kit to foster better understanding of rights and responsibilities by all cultures, and brochures to describe amendments to the Workers Compensation Act that are translated into Punjabi and Chinese. These are also made available on their website and because of that, other parts of the system were able to form links from other websites to broaden public access to the information.

- Employees participated in programs related to workplace behavior and enhancing communication throughout all organizational levels.
- Language and/or translation resources were used to assist in communicating with members of the public.
- Recruitment initiatives utilized competency-based hiring methods free from systemic bias that resulted in the attraction of a diverse workforce better able to serve the multicultural population of the province.

MANDATE

Two former ministries, combined under the Ministry of Labour and Citizens' Services, have in common the focus of providing excellent service. Labour provides services to employees, employers, unions, and businesses in British Columbia to build a modern work environment and Citizens' Services plays a key role in improving how government services and information are delivered to meet the needs of citizens, business, and the public sector.

Labour's focus is to foster positive working relationships in safe and healthy workplaces, and to support strong and vibrant provincial economic development and employment growth. Labour works with employers, organized labour, and other key stakeholders to provide progressive policy directions to advance overall government priorities for promoting harmonious and productive labour relations and labour stability in the province. This productive dialogue between the ministry and its stakeholders in the labour relations community will continue. Labour also supports the Great Goal of creating more jobs per capita than anywhere else in Canada.

Citizens' Services is mandated to lead the transformation of service delivery across government. Projects to integrate services across ministries and enhance citizen-centered delivery will be implemented to support all Five Great Goals. The provision of a robust information technology infrastructure and integrated systems support enables service integration across government and secure information sharing.



MINISTRY OF LABOUR AND CITIZENS' SERVICES

(...continued)

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Labour and Citizens' Services' commitment to diversity, including multiculturalism, is reflected in policies that support a respectful workplace for employees, fairness, and equal opportunity in hiring and promotional practices, and partnerships with local community stakeholders.
- The ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and continually strives to modify and improve ministry programs and services to ensure that they are sensitive to the multiculturalism reality of the province.
- The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.
- A number of program areas within the ministry and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages.
- Ministry employees participate in multicultural training and development workshops including: Aboriginal cultural awareness, culturally responsive service delivery, and discrimination prevention and valuing diversity.
- The ministry works with a variety of stakeholders to ensure policy and program development reflects the diversity of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- A cornerstone of the ministry's strategic intent is to build a strong and capable organization which welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.
- The ministry's human resources plan promotes an effective people strategy that enables us to have a diverse workforce to meet strategic and operational objectives.
- The ministry is committed to a work environment free from discrimination.
- The ministry is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
- A diverse workforce allows us to reflect the communities we serve as well as encourage new ways of thinking and operating.
- The ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably, and with respect.
- The ministry supports the appreciation and understanding of cultural diversity in B.C. workplaces.

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

■ INITIATIVES

- The provincial committee on diversity and policing continues its work to enhance understanding and communication between police and visible minorities, and advise police departments and other partners in law enforcement on effective strategies and programs to recruit visible minorities.
- VictimLINK provides a toll-free, 24-hour help and information line for victims and/or survivors of crime and immediate crisis support for victims of family or sexual violence, with services provided in 140 languages.
- The ministry is continuing to work with First Nations to enhance First Nations police governance:
 - 32 new First Nations RCMP positions were deployed.
 - In February 2006, First Nation communities participated in a conference held in Kelowna and, from this conference, a First Nations steering committee was established. The committee has established a business plan that will co-ordinate a yearly conference, develop newsletters, and assist communities in developing their governance structures.
 - In October 2005, the RCMP signed a public safety co-operation protocol with Aboriginal leadership that reaffirms that First Nations communities have a voice in developing and designing policing responses that reflect policing priorities, and in developing dispute resolution approaches that meet the needs of First Nation communities and leadership.
- Eligible community organizations can use gaming funds, from either licensed gaming or from gaming grants, to provide programs and services which significantly benefit local communities. Programs that support and promote multiculturalism are considered an eligible use of gaming funds.
- Core training for victim service workers includes a module on integrating diversity and difference into victim service work.
- The ministry supports the development of strategies to address the needs of rural and isolated women, including Aboriginal, immigrant and refugee women, through the community coordination on women's safety project, in partnership with police, corrections, transition houses, and victim service programs.
- Resources respecting gaming, such as videos and brochures as well as prevention and awareness initiatives, have been designed to target Aboriginal and multicultural communities. A toll-free help line offers various language specific services, as well as translations. Counselling services are available to serve a range of ethnocultural populations.

MANDATE

The portfolio of the Ministry of Public Safety and Solicitor General includes law enforcement, corrections, crime prevention, victim services, liquor and gaming regulation, liquor distribution, consumer protection, road safety, coroners service, fire prevention, and emergency response and recovery.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Public Safety and Solicitor General works continuously to improve ministry programs to ensure that they are delivered equitably and in a way which reflects multicultural sensitivity. The ministry's executive leads in this commitment. Branch heads ensure that legislation, policies, and programs are consistent with the principles and objectives of the Multiculturalism Act.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The executive committee, chaired by the Deputy Solicitor General, is responsible for management of the ministry, including multiculturalism issues. Branch managers coordinate multiculturalism initiatives.

MINISTRY OF SMALL BUSINESS AND REVENUE

MANDATE

The Ministry of Small Business and Revenue was established in June 2005. The ministry incorporates the tax administration and revenue management responsibilities of the former Ministry of Provincial Revenue, and areas of responsibility related to small business development, regulatory reform, and provincial property assessment appeal processes from the former ministries of Small Business and Economic Development, and sustainable resource management.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.
- The ministry is also committed to ensuring employees have information related to multiculturalism, employment equity, human rights, and diversity. In the coming year, the ministry will be doing regular orientation sessions for new employees and will include information on multiculturalism and diversity. Most branches currently include a range of multicultural information in their employee orientation packages.
- The ministry's employee Intranet includes links to the B.C. Government's on-line employee orientation manual, including information on employment equity and human rights. There is also a link to the Merit Commissioner through the BC Public Service Agency website.

■ INITIATIVES

- The bulk of the ministry's recruitment activity took place in the Lower Mainland in 2005/06 for auditors. Well over 50 per cent of the new hires continue to be from visible minorities. The ministry remains committed to following government hiring practices based on principles of fairness and merit.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- All employees of the ministry are required to take discrimination and harassment prevention training. Twenty-three Ministry of Small Business and Revenue employees attended the BC Public Service Agency discrimination prevention workshop during fiscal 2005/06.

Community Outreach

- The ministry's customer relationship management strategy acknowledges the wide cultural diversity of the province. The ministry is capable of offering service to its clients in 39 languages through 135 employees in Victoria, Vancouver, and Surrey who are available in person and through regional offices. Many of these employees are fluent, orally and in writing, in as many as three different languages. Ministry tax information publications are now being developed in the other major languages used in B.C., including Chinese (both traditional and simplified), Korean, Japanese, Vietnamese, Punjabi, and French.
- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients. It continues to be communicated widely to both employees and ministry clients.
- Lists of employees who are available to provide service in languages other than English are posted on the ministry's employee Intranet. These lists are used regularly by Small Business and Revenue employees to serve the public when the need for service in languages other than English arises. Ethnic language service is available to customers in communities outside of the major centres by employees with ethnic language skills in Surrey, Vancouver or Victoria, using either telephone or e-mail.

While no statistics are kept on the cultural diversity of the ministry, the number of different languages spoken by ministry employees is indicative of the cultural diversity of the ministry's workforce.

- Areas of the ministry where few employees are fluent in languages other than English have established a co-operative relationship with the MOSAIC multicultural organization, which provides volunteer translation services to ministry customers on request.
- The ministry recently conducted an employee survey in which 75 per cent of employees agreed that their work unit is free from discrimination and harassment and a further 14 per cent were neutral, leaving an 11 per cent disagreement rate. Sixty-four per cent indicated that their workplace values diversity and 25 per cent were neutral, with 11 per cent disagreeing. Both of the latter scores were 10 per cent better than the government-wide score for the same survey.

MINISTRY OF TOURISM, SPORT AND THE ARTS

■ INITIATIVES

- The ministry supports the Aboriginal Sport and Recreation Association of BC, the Aboriginal FIRST (Future in Sports and Recreation Training) Program, and the federally co-funded Aboriginal Excellence Program.
- The ministry has been working with the Aboriginal Tourism Association of British Columbia and its partners on the development and implementation of a comprehensive Aboriginal cultural tourism strategy, and working with First Nations on an ongoing basis to identify and facilitate tourism and resort development opportunities that will provide social and economic benefits.
- The ministry has been working with the Ministry of Economic Development and the Asia Pacific strategy, which will see greater opportunities and partnerships related to Asian Pacific tourism culture and sports. The ministry has also worked with the federal government towards securing Approved Destination Status with China.
- The ministry has undertaken multicultural initiatives such as the 2008 North American Indigenous Games, the 2006 Maccabia Games, the construction of Sullivan Heights Park, which features Kabaddi and cricket fields, and various sports in which a large proportion of visible minorities participate (lacrosse, soccer, field hockey, martial arts, and Aboriginal sports).
- This ministry is also a partner in Act Now! BC's active communities initiative, which helps communities promote and provide sport and physical activity opportunities. Part of the active communities resources (manual and workshops) are dedicated to promoting sport and recreation to multicultural populations.
- The Spirit of BC Arts Fund assists arts and cultural organizations to realize creative projects that contribute to the development of arts and culture in British Columbia. Many of these projects include themes of diversity or First Nations issues.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- B.C.'s Policy on Sport and Physical Activity promotes inclusivity as a fundamental principle and objective for our sport and physical activity system. This public policy was reinforced recently when the Minister called on provincial and multi-sport organizations to revisit their policies and practices to ensure that they are culturally inclusive.
- The ministry's Archaeology Branch maintains an open and responsive relationship with First Nations. This attitude is evidenced by the free exchange of archaeological site information between the branch and First Nations, including the fact that 200 First Nations access the inventory through the web based self service facility; and the ongoing negotiations between the branch and two First Nation groups to develop memoranda of understanding, which will establish effective working relationships and allow the parties to work together at a strategic level on initiatives that will lead to the enhanced management of archaeological resources.
- The ministry works with First Nations to meet government's commitment to the New Relationship initiative and to fulfill government's legal obligations to First Nations regarding consultation and accommodation relating to decisions regarding tourism and recreation use and development on Crown land.

MANDATE

The mission of the Ministry of Tourism, Sport and the Arts is to build strong partnerships that will foster sustainable tourism, sport and arts sectors and creative vibrant communities where people want to live, visit, and invest.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that there are definite cultural and economic benefits associated with multiculturalism. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. The diversity of the province's population also provides an opportunity to create a form of cultural expression that reflects the influences that have shaped British Columbia and that will result in a unique and distinct creative culture. The collaboration of artists working from a base of different traditions continues to positively influence the development of the arts in British Columbia.

The ministry also strives to promote B.C. as a destination of choice for new tourism investment and business by marketing B.C. to entrepreneurial immigrants. Finally, the ministry supports volunteerism, which makes a strong contribution to the social and multicultural fabric of our communities.

MINISTRY OF TRANSPORTATION



MANDATE

The Ministry of Transportation provides a fully integrated transportation system that incorporates all modes of transport, reflects regional priorities, and provides a strong foundation for economic growth.

The ministry also maintains and improves the provincial highway system and ensures the safe and efficient movement of people and goods provincially, nationally, and internationally.

British Columbia's transportation system is a catalyst for economic growth and prosperity and supports the provincial government's Five Great Goals for a Golden Decade, strongly linked to the Great Goal of creating more jobs per capita than anywhere else in Canada.

■ INITIATIVES

The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.

Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse workforce and customers. We continually invite community input and participation on ministry business and projects.

The ministry consults with the public at both the provincial and community level through various forums, including local news media and public meetings.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

During the fiscal year 2005/06, the Ministry of Transportation continued to provide services and programs in a manner that was sensitive and responsive to the multicultural reality of British Columbia.

The ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and co-operation with our customers and staff, and are inclusive of all cultures in our society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry ensures all legislation and policies are produced in manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.





■ CROWN CORPORATIONS

BRITISH COLUMBIA ARTS COUNCIL

MANDATE

Mission Statement (from Service Plan 2005/06-2007/08): The British Columbia Arts Council supports the arts and cultural community to enable it to achieve its creative, social and economic potential by providing financial assistance, policy, research, advocacy and public education.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Excerpt from **Strategic Context - fundamental beliefs** (Service Plan 2005/06-2007/08):
"The belief in diversity of artistic practice in all art forms."

Excerpt from **Goals** (Service Plan 2005/06-2007/08):
"Goal 4. Increasing diversity in cultural traditions is recognized and supported and new art forms are encouraged."

■ INITIATIVES

In the management of council's activities and programs, culturally diverse communities and individual members are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as the Ministry of Attorney General (Settlement and Multiculturalism Division), City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage, and the Canada Council for the Arts (Equity Office). In addition, a partnership with the First Peoples Cultural Foundation facilitates the Aboriginal Arts Development Assistance Awards program, which assists First Nations artists and organizations with their professional art making.

In 2005/06, support was awarded to artists and organizations including: Chris Gatchalian/Broken Whisper Collective; Hiromoto Ida; Mandala Arts and Cultural Society; National Nikkei Museum & Heritage Centre; Vancouver Cantonese Opera; Uzume Taiko; Vancouver Chinese Instrumental Music Society; Neworld Theatre; Victoria SKA Society; Khac Chi; the Orchid Ensemble; Vancouver Community Gamelan Society; and others.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Excerpt from **Goal 4** (Service Plan 2005/06-2007/08):

Goal 4 - Objectives: 1) Broader and diversified cultural traditions and artistic practices are available to the public; 2) Recognition of artistic excellence in all cultural traditions.

Goal 4 - Strategies: a) Ensure that funding, program guidelines and adjudication processes: i) Provide for and encourage participation by artists of diverse cultural traditions; ii) Recognize excellence in different cultural traditions; and iii) Reflect evolving creative practices.

Goal 4 - Performance Measures: 1) A summary of the range of artistic practices supported through the adjudication process.

BRITISH COLUMBIA ASSESSMENT AUTHORITY

■ INITIATIVES

- BC Assessment's commitment to multiculturalism is promoted on an ongoing basis to staff and to the public annually as part of the community relations campaign.
- Language translations for select print and website materials will continue to be provided to serve our culturally diverse communities. For example, in 2006, BC Assessment plans to translate some fact sheets (general information, agriculture topics) into select languages, for posting on the public website.
- BC Assessment staff try to respond to oral or written questions from the public in a variety of languages through an internal language skills bank (volunteer program).
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's programs, services, employment and business opportunities. B.C.'s ethnic media are included on news release distribution lists, and notified of the annual information campaign.
- In 2005/06, BC Assessment provided assessment rolls and services on a contract basis to 55 of 80 First Nations that have authority to establish independent real property taxation systems. A formal customer survey of this client group is done each spring to gauge customer service satisfaction levels.
- Community Relations purchases a supply of Multifaith Action Society calendars each year for distribution to BC Assessment offices to promote the wealth of spiritual beliefs and cultures of the people and communities we serve across British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's executive committee continues to support multiculturalism at the operational level and has given this responsibility to its Community Relations Division. Community Relations reports directly to the Chief Executive Officer, Doug Rundell, and is responsible for the distribution of public information including corporate publications and BC Assessment's public website.

MANDATE

British Columbia Assessment Authority (BC Assessment) is a provincial Crown corporation created in 1974 under the Assessment Authority Act. The mandate of BC Assessment is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The act requires that BC Assessment produce annual property assessment rolls with property assessments at market value. BC Assessment's 2006-2008 service plan outlines its key corporate goals, strategies and performance measures to serve the public.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment supports the delivery of 1.8 million assessment notices to property owners in January of each year with public education and information about the assessment process. As part of this annual community relations campaign, the assessment notice insert (brochure) is translated into as many as 12 languages and made available on BC Assessment's website. BC Assessment staff also strive to assist property owners in the language of their choice for inquiries.

BRITISH COLUMBIA BUILDINGS CORPORATION

MANDATE

British Columbia Buildings Corporation (BCBC) served as an agency of the government in providing land and buildings for accommodation of ministries of government, public bodies and agents, corporate or otherwise, of the government, by lease or license or any other arrangement for the use and occupation of the accommodation. (In July 2005, government announced its intention to transfer BCBC's operations into the Ministry of Labour and Citizens' Services; 2005/06 was BCBC's last year of operation.)

■ INITIATIVES

BCBC's priorities for fiscal 2005/06 were significantly altered when its board and CEO were replaced on July 28, 2005. BCBC was directed to refocus its business model and move its operations into the Ministry of Labour and Citizens' Service (LCS) effective April 1, 2006. This direction required BCBC management and staff to devote all of their resources to two basic tasks: maintaining essential support and services to clients, and transferring operations with a new business model to LCS.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In addition to a stated commitment as a corporate core value to treat all individuals with fairness, dignity and respect, BCBC had a number of human resources policies in place in support of diversity, including:

- **Multiculturalism** – BCBC recognized the multicultural nature of the province and valued the cultural diversity of its communities. BCBC did not tolerate discrimination and ensured fairness in its business processes and practices, including service delivery to its customers in communities across B.C.
- **Valuing Diversity** – BCBC recognized and utilized the strengths of its diversity by working together to enhance its business success. To demonstrate this commitment, diversity was built into BCBC's competency framework. This framework described what is expected of all employees in terms of what they need and how they behave in order to achieve optimal business performance.
- **Avoiding Discrimination** – BCBC did not tolerate discrimination and ensured fairness in its business processes and practices, including service delivery to its customers in the various communities throughout the province. Direction and guidance for dealing with instances of workplace harassment was provided in BCBC's harassment policy, associated guidelines and employee training.
- **Promoting Employment Equity** – BCBC eliminated corporate barriers to the employment of persons in designated equity groups, and implemented employment policies/practices with a goal of creating a workforce that is representative of the communities in which it did business. This is consistent with employers' responsibilities as set out in the Employment Equity Act.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

During 2005/06, BCBC's executive continued to embrace diversity, of which multiculturalism is a key component, as a critical element of the corporate culture. Diversity has been integral to long-term organizational health and culture, and for strengthening employee, customer and supplier relationships.

In prior years, BCBC had a specific annual priority included in its annual plans relating to integrating workplace diversity/diversity of thought into its business strategies and overall corporate transformation. While this was not specifically included in its 2005/06 annual plan, it was indirectly addressed as part of the attributes of BCBC's desired culture referred to under its service plan strategy 4.1, "Continue to implement human resource management strategies that build a high-performing customer service organization *that exhibits the attributes of its desired culture*," and under tactic 26, "Implement a re-designed employee (re)orientation program *to ensure employees are aware and support BCBC's enhanced service culture ...*" BCBC's executive made a strong and well-communicated commitment to treat employees with fairness, dignity and respect throughout the transition. In BCBC's annual employee opinion survey, employees have been asked to rate the statement, "The people with whom I work treat each other with respect regardless of race, religion, gender, age, sexual preference." The rating in this area received one of the highest (4.24 out of 5.00) mean scores of the 2005/06 survey.

■ INITIATIVES

Through a memorandum of understanding with the Aboriginal Sport and Recreation Association (ASRA), the BC Games Society does:

- promote the BC Summer and BC Winter Games to the Aboriginal community through direct mailing of posters and rules books and mass media via Global Television;
- provide opportunity for representation of the Aboriginal sport community on the BC Games Society board of directors. Final appointment subject to the Minister's approval;
- provide to ASRA, Aboriginal participation figures as they relate to the Northern BC Winter, BC Winter and BC Summer Games;
- include and encourage participation of local native bands with respect to positions on the host community board of directors and/or cultural aspects of the BC Winter and BC Summer Games;
- maintain dialogue on future opportunities for the inclusion of Aboriginal only participation in the BC Summer or BC Winter Games.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- BC Games Society board represents a model in leadership and governance.
- Progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization.
- Commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.
- The organizational culture honours both the individual and the contribution of the team.

MANDATE

To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The BC Games Society board of directors is consistently comprised of members from across the province, including the Aboriginal community, persons with a disability and visible minorities.
- Host community Mayors and council are instructed to recruit their boards of directors based upon these same principles.
- Past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games Village entertainment and hospitality, and volunteer recruitment.



BC HYDRO

MANDATE

As directed by the Hydro and Power Authority Act, BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person.



KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Hydro's social performance measures encompass customers, employees, First Nations, and the general public. They detail BC Hydro's labour practices, policies to protect human rights, diversity demographics, and impacts of operations on society at large. Other structures include a diversity consultation and strategy development function within Corporate Human Resources. Our employee and workplace policy articulates BC Hydro's commitment to a workplace which values diversity and is free of discrimination and harassment. All employees receive respectful workplace training.

■ INITIATIVES

- Employee events during Multiculturalism Week and corporate support of Hydro Employee's Multicultural Society.
- 80 public scholarships, including nine targeted First Nations scholarships and direct work experience opportunities for Aboriginal youth.
- Sponsorship of multicultural events, career fairs and organizations, including the National Aboriginal Achievement Foundation, Kootenay Aboriginal Business Advocates, Halalt Youth Society, Nechako Rotary Club of Prince George, Bella Coola Museum Society, Zonta Club of Nanaimo, Bill Miner Society for Cultural Advancement, Chinese New Year, International Village, Celtic Festival, National Aboriginal Day, International Indigenous Leadership Week.
- Powersmart outreach multicultural community events to provide BC Hydro product and other information directly to communities.
- Mentoring new Canadian and immigrant engineering professionals through Multicultural Helping House.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Hydro has a stated public commitment defined in our service plan and implemented through our purpose: *Reliable power, at low cost, for generations*. Our triple bottom line approach, based on environmental, social and economic factors, will leave a positive legacy for future generations in B.C. Our goals are strategically aligned to BC Hydro's purpose to guide business decisions and operations in the years to come. One of our long-term goals is to address the values of our stakeholders, First Nations, communities and all British Columbians. Our customers are of primary importance to BC Hydro and we aim to operate and provide a service that satisfies all customers, and provides remote communities with service on an equitable basis.

BRITISH COLUMBIA INNOVATION COUNCIL

MANDATE

The council operates under four strategic mandate areas:

1. Accelerate commercialization programs for early stage and rapid growth companies to expedite the introduction of world-class, technology-based products to international markets.
2. Capitalize and expand technology transfer by getting research results with clear economic potential out of the university laboratory and research institutions and into the commercialization process as quickly and efficiently as possible.
3. Partner in the development and promotion of a provincewide strategy for science, innovation and technology development.
4. Build public awareness for science and technology to recognize high achievement of the province's researchers, scientists and technology entrepreneurs and encourage the province's youth to consider pursuing research and technology-related careers.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The council is committed to maintaining a professional workplace where individuals are treated with respect. In addition, the council is committed to maintaining open access to its programs and initiatives, regardless of an applicant's cultural background.

■ INITIATIVES

The council's initiatives include sector development and management of funds in areas such as regional innovation development, oceans/marine, aquaculture, bioproducts and health products and functional foods. In addition, it offers and manages scholarships, fellowships and awards to high school and post-secondary students. In March 2006, an Office of International Partnerships was created to assist companies in developing their business in international markets.

In relation to its initiatives and multiculturalism, the council encourages participation on a provincewide basis, regardless of a person or group's cultural background. In cases where certain initiatives would be of special interest to a particular culture, the council will make and has in the past made a special effort to encourage such participation.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

No new policies and structures in support of multiculturalism were implemented in 2005/06. However, the council continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants, regardless of their cultural background.

BRITISH COLUMBIA LOTTERY CORPORATION

MANDATE

British Columbia Lottery Corporation (BCLC) reports to the Ministry of Public Safety and Solicitor General. As an agent of the Crown, the Province has designated the corporation as the authority to conduct and manage lottery schemes within British Columbia. Under the current provincial gaming legislation, the corporation has these responsibilities:

- Conduct, manage and operate lottery gaming, including the marketing of nationwide and regional lottery games in association with other provinces of Canada.
- Conduct, manage and operate casino gaming.
- Conduct, manage and operate electronic and commercial bingo gaming.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, of the President & CEO and seven Vice-Presidents, maintain a commitment to pursue an employment equity strategy, which fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups and reflecting the marketplace in which we conduct business. The principles of cultural awareness are stressed and promoted in our environment in everything we do, including, but not limited to, advertising, publications, hiring practices, training and development. Our guiding philosophy is that every employee be respected and receive fair treatment at all times.

■ INITIATIVES

Initiatives related to multiculturalism and diversity during the past fiscal year include:

- Staff who speak different languages to meet the needs of our many business partners and players. Includes the following languages: Chinese, Korean, Cantonese, French, Italian, Punjabi and German.
- Translation services for customer service.
- Responsible gaming materials printed in English, French, Chinese, Punjabi, Vietnamese and Spanish which include the following pamphlets and stickers:
 - Time Out, Voluntary Self-Exclusion;
 - Slot Machines: Facts about Winning and Losing;
 - When Gambling Stops Being a Game;
 - Problem gambling help line stickers.
- GPEB problem gambling public awareness posters in English, Chinese, Punjabi, Vietnamese.
- Casino employees who speak a combined total of 23 languages.
- First Nations problem gambling video.
- Strategic sponsorships of many community events, reaching a diverse population including:
 - St. Eugene Mission Golf Resort Charity Tournament, Ktunaxa/Kinbasket Foundation;
 - Canada Day celebrations (Vancouver, Kamloops, Langley and Surrey);
 - 26th annual Kamloops Powwow; and
 - IndoCan Link golf tournament (Kamloops).
- Provided in-kind merchandise packages in support of:
 - Nanaimo Dragon Boat Society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Fundamental understanding that our market and customers are multicultural and diverse.
- Training of all staff on diversity awareness, which explores the differences people bring to the workplace as a result of their cultural background and experiences and provides tools to respect and value those differences.
- Comprehensive corporate policy addressing harassment, demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin.
- A key corporate value is respect. Our workplace fosters openness, mutual respect and individual development.

BC PAVILION CORPORATION

■ INITIATIVES

During 2005/06, most of the hires for vacant positions were through PavCo's official suppliers. The majority of frontline staff at PavCo's facilities are from diversified backgrounds, and are employees of PavCo's official suppliers. Depending on the supplier and job description, many of the entry-level positions are only required to have minimum English speaking skills. In order to attract people to these entry-level positions, advertising is done through career fairs and places such as Vancouver Community College, where there is a high population of multicultural students.

PavCo encourages multicultural events at its facilities, and hosts events from around the world. During 2005/06, the visit of the Aga Khan was hosted at the Vancouver Convention & Exhibition Centre.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Taiwanese, Chinese, Farsi, Nigerian, Mexican, South American, Filipino, Japanese and East Indian. Service desk staff at the Vancouver Convention & Exhibition Centre are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. A resource list is also available detailing languages spoken by staff.

The corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages, including English, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

MANDATE

To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

A workplace diversity policy was created by employees and approved by the corporation's executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

BRITISH COLUMBIA RAILWAY COMPANY

MANDATE

- Continue to wind down or exit certain remaining operating assets and entities owned by the corporation in a manner that maximizes a commercial return to the province, including:
 - BCRC Captive Insurance Co. Ltd.;
 - BCR Properties Ltd.
- Continue to explore alternative operating options for Vancouver Wharves, subject to further review by the shareholder and the corporation regarding its potential fit within the BC Ports Strategy. At some point in the future, the shareholder may require BCRC to pursue disposition of this asset.
- Prepare quarterly reports for the shareholder on the status of the long-term lease with CN and progress of winddown activities which identify all financial impacts anticipated to result.
- Ensure all borrowing activities of the corporation and its subsidiaries are undertaken through the Ministry of Finance, unless otherwise directed or permitted.

■ INITIATIVES

British Columbia Railway Company required the rail operator to continue the service agreement with the Seton Lake Band for the operation of a rail shuttle passenger service.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The British Columbia Railway Company:

- Recognizes the multicultural nature of British Columbia, values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff.
- Takes into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful workplace policy/dispute resolution.
- Employee and Family Assistance Program.
- Recruitment processes and initiatives.



BRITISH COLUMBIA SECURITIES COMMISSION

■ INITIATIVES

The BCSC continued its investor education partnership with multicultural radio station CHMB, completing a series of public seminars in Cantonese with popular CHMB radio hosts. This year, BCSC increased its community outreach through use of additional Cantonese print and radio, as well as delivering seminars in Cantonese to SUCCESS (Chinatown and Richmond), TD Waterhouse clients and for other community events. We also participated in the development of a program on investor education for Chinese immigrants.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

We are an employment equity employer.

We provide training on behavioural recruitment and non-discriminatory hiring policies to all managers.

Our job evaluation plan uses factors selected to meet pay equity requirements.

Human resources staff are trained on discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interpersonal conflict among employees of all backgrounds.

Our human resources policies include a discrimination and harassment prevention policy.

We provide discrimination and harassment prevention training to all employees on an ongoing basis.

More than 20 per cent of our employees are from visible minorities.

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for the administration of the Securities Act. The mission of the commission is to protect and promote the public interest by regulating trading in securities:

- to ensure the securities market is fair and efficient and warrants public confidence; and
- to foster a dynamic and competitive securities industry that provides investment opportunities and access to capital.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

We promote information sharing; we have several M.O.U. with commissions in other countries, including Hong Kong, China, Australia, and France. We translate publications and multimedia presentations into Chinese to provide information to community-based groups on fraud and inappropriate investing.

Through the North Shore Employment Services (NSES), we hired several employees with mental handicaps and continue to use the services of NSES for short-term projects such as assembling information kits.

BC TRANSIT

MANDATE

BC Transit is the provincial Crown agency responsible for co-ordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, consisting of two Senior Vice-Presidents and three divisional Vice-Presidents, is committed to diversity initiatives, including multiculturalism, as an integral part of regular, day-to-day business. BC Transit's board of directors is committed to equal opportunity initiatives.

■ INITIATIVES

- Multi-language rider's guides were introduced in the Victoria Regional Transit System, offering French, Japanese, Korean, Mandarin, Spanish, and Sencoten (First Nations) in addition to English, adding to a similar guide launched in the Nanaimo region the previous year.
- Transit feasibility studies in the First Nations communities of Kitsumkalem, Gitselas, Kitamaat, Cowichan Tribes, and Quinsam were completed. Existing partnerships with First Nations communities throughout the province continue.
- Employment opportunities for Victoria transit operator positions were posted on intercultural and First Nations agency notice boards. Culturally unbiased aptitude testing was sourced and implemented.
- Presentations about transit service continued in French to students in elementary and middle school Francophone schools in the Victoria region.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Key policies in support of multiculturalism include:

- **Human Rights:** Committed to upholding the principles enshrined in the B.C. *Human Rights Code*.
- **Multiculturalism:** Consideration of the impact on a diverse community when designing new programs, services, policies, and methods of service delivery.
- **Recruitment and Selection:** Committed to attracting and retaining a competent, committed, high performing workforce, and to the principles of equal opportunity.
- **Code of Conduct:** Statement of expectations regarding respectful workplace interaction; peer volunteer facilitators trained to assist with resolution of differences.

BRITISH COLUMBIA TRANSMISSION CORPORATION

■ INITIATIVES

- Celebrated Multiculturalism Week by profiling an employee from a different culture each day in our e-mail newsletter and by arranging a multicultural food fair in five locations.
- Updated the respectful workplace guide and made it available to all employees online via the BCTC Intranet.
- Provided respectful workplace training to real time operation managers.
- Celebrated National Aboriginal Day with a profile in our e-mail newsletter and a sampling of Aboriginal treats at all BCTC offices.
- Recruited an Aboriginal Relations Manager responsible for developing and facilitating relationships with First Nations, including procurement and contracting opportunities database.
- Sponsored the following programs through BCTC's corporate outreach fund:
 - Tahltan Language & Cultural Society, Kimma Traditional Knowledge Project - Aims to develop a long-term revitalization strategy for the Tahltan language and culture.
 - Minerva Foundation Aboriginal Women's Consultation Initiative – Programs to enhance the leadership skills of Aboriginal women and create an opportunity for them to reach out to leaders within and outside of the Aboriginal community.
 - St. Paul's Hospital Foundation's Treatment ABCs on the Road – Health care workers travel throughout the province to educate, treat and empower Aboriginal and rural populations living with HIV/AIDS.
- Provided financial assistance through our TransConnect program to sponsor several employee-related initiatives related to multiculturalism.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continued with BCTC's Multiculturalism Program.
- Updated BCTC's respectful workplace guide.
- Continued with BCTC's Community Outreach Program, which includes a corporate outreach fund and a TransConnect program.

MANDATE

British Columbia Transmission Corporation (BCTC)'s mandate is to manage B.C.'s transmission system, ensuring open and fair access to the grid, facilitating private generation investment in B.C. and maintaining access to the western North American wholesale electricity market.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Continued support of the following company programs: multiculturalism, respectful workplace, and community outreach.

BRITISH COLUMBIA UTILITIES COMMISSION

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the BCUC are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BCUC distributes its information brochures to libraries across the province. The commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding and negotiated settlement processes. The commission also issues a proceedings filing deadlines about regulatory matters before the commission. Information is also conveyed to customers by way of notices for workshops, pre-hearing conferences and public hearings that appear in local newspapers in the service areas of the utilities served. Internet users are invited to visit the BCUC's web site at: <http://www.bcuc.com>.

MANDATE

The British Columbia Utilities Commission (BCUC, the commission) is a regulatory agency of the provincial government, operating under the Utilities Commission Act. The commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital, and that the competitive interests of British Columbia businesses are not frustrated. It approves the construction of new facilities planned by utilities and their issuance of securities. The commission's function is quasi-judicial and it has the power to make legally binding rulings.

The commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies, and the Insurance Corporation of British Columbia, that it regulates.

The provincial government released a new energy policy, *Energy for Our Future: A Plan for BC* in November 2002. The commission is now responsible for implementing many of the policy actions of the plan. The commission is also responsible for regulating the automobile insurance rates for mandatory insurance coverage offered by ICBC commencing in 2004.

■ INITIATIVES

- The commission and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures contain timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- B.C. Hydro contracts for AT&T language line service, which assists in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty in communicating in English.



COLUMBIA BASIN TRUST

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

No new policies or structures were implemented in support of multiculturalism for 2005/06. CBT supported a range of multicultural projects in the Columbia Basin, as listed below.

CBT is committed to a work environment free from discrimination.



■ INITIATIVES

Multicultural projects which CBT funded or helped fund in 2005/06 include:

- Aboriginal mentorship and advocacy program, in which the goal was to delivery a culturally sensitive mentorship program throughout the East and West Kootenay.
- Ethnobotanical walks in school district #5 (Southeast Kootenay), which provided ethnobotany walks for students, teachers, Aboriginal education workers, as well as interested parents and other staff throughout school district #5. Ktunaxa Kinbasket Treaty Council staff shared traditional knowledge of plant usage with participants as they walked through selected areas.
- Yaqan Nuki Wetlands Rehabilitation, a restoration of a wetland complex intended to improve wildlife habitat on Lower Kootenay Indian Band land.
- Native youth writing project by Ktunaxa Kinbasket Child & Family Service, intended to increase writing skills and create a native youth newsletter.
- Lower Kootenay Band Pow Wow.
- Global volunteer program in Golden, in which students traveled to Costa Rica to assist with an elementary school build.
- Creation of a database of Trail's Cristoforo Colombo Lodge's history from archives, which helped preserve Trail's Italian heritage.
- An exhibit tracing the history of a Doukhobour commune.
- International music and dance festival in Kimberley.
- Métis jigging workshop as part of the Kootenay Region Métis Association's AGM.
- Cultural event for a delegation from Japan visiting Castlegar.
- Performance of a German band at Oktoberfest in Creston.

MANDATE

Columbia Basin Trust (CBT)'s mandate is to manage its assets for the ongoing economic, environmental and social benefit of the Columbia Basin region.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of CBT's key organizational values is respect for diversity, and CBT upholds this value when planning its programs and projects each year and collaborating with other organizations and groups in the region.

COLUMBIA POWER CORPORATION

MANDATE

Columbia Power Corporation (CPC) is a Crown corporation wholly owned and controlled by the Province of British Columbia. Its mission is to undertake commercially viable and environmentally sound power project investments as the agent of the Province, on a joint venture basis with the Columbia Basin Trust. The objective of CPC in making power project investments is to support the employment, economic development and resource management objectives of the Province and the Columbia Basin Trust, within the constraints of a commercial corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CPC believes that communities are effective partnerships between business, government, community services groups and individuals. Everyone has a responsibility to contribute to the well-being and advancement of communities in the area in which they live or conduct business. CPC provides sponsorship funding for numerous events and multi-cultural organizations in the communities of the Columbia Basin, in keeping with its commitment to translate power project investments into benefits for local communities. Sponsorship funding was provided in the past year for community services, regional events and scholarships and bursaries in the Columbia Basin.

■ INITIATIVES

During the 2005/06 fiscal year, Columbia Power Corporation sponsored the following multicultural initiatives:

- Castlegar Embetsu Education Exchange Committee – CPC contributed \$300 towards transportation fuel costs during the visit of delegates from Castlegar's sister city in Japan.
- Kootenay Doukhobour Historical Society – CPC contributed \$500 towards a landscaping project outside the Doukhobour Museum.
- Ki-Low-Na Friendship Society – CPC contributed \$1,000 towards the 2005 Aboriginal Career Fair in Kelowna.
- Okanagan Nation Alliance – CPC contributed \$2,500 towards the 2005 Salmon Fest and Celebration in Okanagan Falls Provincial Park.
- Lower Columbia All First Nations Council – CPC contributed \$500 towards Aboriginal Day in Castlegar.
- Ktunaxa/Kinbasket Tribal Council – CPC contributed \$2,150 towards the purchase of plaques to honour the Ktunaxa veterans since the First World War.
- Okanagan Indian Education Resources Society – CPC contributed \$1,000 towards the Okanagan Nation Sylix canoe trek.
- Lower Columbia All First Nations Council – CPC contributed \$500 towards the Aboriginal Youth Summer Program.
- Okanagan Nation Basketball Tournament – CPC contributed \$500 towards the Okanagan Nation Basketball Tournament in Kelowna.
- Ki-Low-Na Friendship Society – CPC contributed \$1,500 towards the 2006 Aboriginal Career Fair in Kelowna.
- Enowkin Centre – Okanagan Nation Alliance (ONA) – CPC donated 20 used computers and monitors to the ONA's Education Centre in Penticton.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In determining which groups are eligible to receive sponsorship funding, CPC excludes organizations whose service is not available to all segments of the public without regard for race, creed, colour, religious preference or national origin.

COMMUNITY LIVING BC

(Established under the Community Living Authority Act proclaimed July 1, 2005.)

■ INITIATIVES

In its first nine months, CLBC undertook focussed community consultation on the proposed direction and priorities for the authority over the coming years. The resulting strategic plan reflected this dialogue in its articulation of goals and associated tasks including explicit reference to multicultural initiatives.

The authority is publicly seeking Aboriginal representation to fill a vacancy on the board of directors and is committed to promoting Aboriginal participation on community councils.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Within its first three-year strategic plan, CLBC committed to:

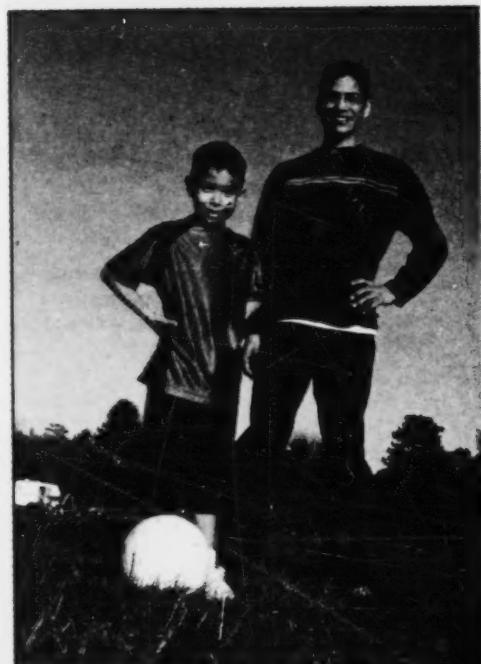
- develop an inventory of translation and interpreter services, including services available from staff and the broader community;
- identify cultural/systemic barriers to accessing services and develop strategies to address these barriers;
- provide staff with access to expertise on cultural sensitivity and resources;
- where possible, ensure CLBC's staffing complement reflects community cultural diversity including Aboriginal participation;
- increase cultural competency within CLBC staff;
- establish methods to promote dialogue between First Nations governments and CLBC.

MANDATE

Community Living BC's (CLBC) mandate is to assist individuals with developmental disabilities to live independent and meaningful lives as full citizens in their communities. Planning on behalf of or with individuals and families is person centred and may range from referrals to generic community services to funded day activities or residential options.

Additionally, CLBC works within the larger community to enhance awareness and understanding of developmental disability and to encourage the active engagement of community partners in increasing opportunities for individuals with developmental disability to experience full citizenship.

CLBC is also committed to continuous quality improvement and the enrichment of community living through research and innovation.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Clear articulation by CLBC's board of directors to a policy, staffing and service framework that supports and encourages diversity.
- Goals and related tasks detailed in the authority's three-year strategic plan to increase access to CLBC supports and services by the various communities that make up British Columbia.
- Goals and related tasks detailed in the strategic plan to develop strong partnerships with the Aboriginal community in addressing the needs of Aboriginal children and adults with developmental disabilities.

FIRST PEOPLES' HERITAGE, LANGUAGE, AND CULTURE COUNCIL

MANDATE

- To preserve, restore and enhance First Nations heritage, language and culture;
- to increase understanding and sharing of knowledge within both First Nations and non-first Nations communities; and
- heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.

■ INITIATIVES

- Vancouver Opera – consulting on Mozart production set in First Nation's Culture.
- First Peoples' Heritage, Language and Culture Council (FPHLCC) website and map project.
- Ongoing provision of information on the First Nation's languages, arts, and cultures to the British Columbia government.
- Ongoing referral and response to First Nation's culture inquiries from British Columbia residents.
- First Nation language's and artist tool kit.



KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- FPHLCC funds First Nation's language revitalization and art projects.
- FPHLCC develops projects to educate all people within British Columbia to value B.C.'s original languages, arts and cultures.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

First Peoples' Heritage, Language and Culture Council is committed to assisting British Columbia's First Nations to realize their visions for language, arts and cultural revitalization.

FORESTRY INNOVATION INVESTMENT LTD.

■ INITIATIVES

Forest Innovation and Investment Ltd. (FII) is a very small organization and, as such, does not have any specific initiatives.

MANDATE

To provide equal opportunity employment for all British Columbians regardless of race, color or religion.

To ensure that all staff treat others in the workplace with respect and dignity.

To provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The FII executive is committed to delivering its services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and in the foreign markets where its activities are delivered.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Three documents were completed in support of multiculturalism:

1. Standards of Conduct Policy.
2. An Employee's Guide to Healthy Workplace.
3. A Manager's Guide to a Healthy Workplace.

These documents contain information and guidelines in support of the mandate listed above and are distributed with each employee's policies and procedure binder.



HOMEOWNER PROTECTION OFFICE

MANDATE

The mandate of the Homeowner Protection Act, which established the Homeowner Protection Office (HPO), is to:

- strengthen consumer protection for buyers of new homes;
- help bring about improvements to the quality of residential construction; and
- support research and education respecting residential construction in British Columbia.

The HPO's mission is: To protect buyers of new homes from undue risk and assist the residential construction industry to mitigate that risk.

■ INITIATIVES

- Corporate policy manual provides guidelines of workplace behaviour to ensure respect of cultural diversity.
- All employment ads clearly state: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including aboriginal peoples, persons with disabilities and visible minorities."
- Some key information on the HPO website is available in Chinese.
- Some key collateral materials are available in languages other than English.
- HPO staff can provide service to stakeholders in English, French, Punjabi, Mandarin and Cantonese.
- The HPO subscribes to an interpretation service which allows our staff to communicate with stakeholders in virtually any language in the world via telephone.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The HPO executive is committed in supporting the multiculturalism of staff and stakeholders.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure that staff is treated fairly and professionally regardless of cultural background.
- Ensure that HPO programs and services can be communicated to stakeholders representing various cultures.
- Manager, Communications and Service Planning, has a master's degree in international business. Education included specific training in multicultural management.

INDUSTRY TRAINING AUTHORITY

■ INITIATIVES

- Financial support to offer a roofing program for recent immigrants through SUCCESS and the RBABC.
- Working with VANASEP (Aboriginal program) to recognize apprenticeship training programs offered by VANASEP to Aboriginal workers.
- Commitment to purchase a mobile training unit (\$1.5 million) for small northern community training programs. Those communities are largely Aboriginal.
- B.C. is co-leading, with the National Construction Sector Council, a process to improve the recognition of foreign credentials and internationally trained workers in Red Seal (interprovincial) programs.

MANDATE

To expand, improve and ensure industry leadership of the industry training system.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Industry Training Authority (ITA) has two specific focuses with respect to multiculturalism.

1. Increase the number of Aboriginal apprentices through industry leadership.
2. Improve the process for recognition and qualification of internationally trained workers.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The authority adheres to government-wide strategies that promote multiculturalism.

INSURANCE CORPORATION OF BRITISH COLUMBIA

MANDATE

Insurance Corporation of British Columbia (ICBC) provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides driver licensing and vehicle licensing and registration services on behalf of the provincial government. As part of its overall strategy, ICBC invests in loss management and road safety programs to promote a safer driving environment throughout B.C.

ICBC'S MANDATE

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include our employment equity, harassment-free workplace, combating racism and reasonable accommodation policies.

A diversity focal point committee, sponsored by the executive and comprised of line managers and a Human Resources Coordinator, plan and implement initiatives in support of multiculturalism.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to promoting fair and equitable access to its services, programs, and employment opportunities.

■ INITIATIVES

- The driver's license knowledge test can be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish and Vietnamese, French, and English.
- Multilingual staff are available to provide customers with translation services.
- Loss prevention public service announcements are made in Cantonese, Punjabi, and Hindi on local radio stations.
- Loss prevention campaign advertisements are placed in multicultural publications. These include our unsafe speed, pedestrian safety, and impaired driving campaigns.
- Presentations are made to new immigrants to provide information on our road safety programs and how to obtain a B.C. driver's license.
- Staff participate in local multicultural radio station programs to provide driver licensing and testing information.
- Contests are held on multicultural radio stations to promote auto crime awareness.
- ICBC's Child Passenger Safety Program, in partnership with BCAA's Traffic Safety Foundation, dedicates activities to the South Asian community.
- Information on child passenger safety information is presented at Sikh temples and published in Punjabi publications.
- In partnership with other organizations, ICBC continues to deliver its Aboriginal Occupant Restraint Program, providing education and information on child seat and seat belt use.
- Brochures, posters and advertisements are produced in high demand languages.
- ICBC employees participate in community events organized by multicultural groups and organizations throughout the province to promote road safety and loss prevention.
- Inhouse displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism. These include Chinese New Year, Multiculturalism Week, Caribbean Days and Diwali.
- Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

LEGAL SERVICES SOCIETY

■ INITIATIVES

Multi-language Scripts: This year, LSS added a new multi-language phone script (explaining what clients should expect from their legal aid lawyers) to the LSS Call Centre and LawLINE phone service.

Translations: LSS translated its two main brochures describing legal aid services, Legal Aid Can Help and Legal Aid Services, into seven languages (14 items)

Community Outreach and Development: Over the past year, fieldworkers conducted 58 visits to multicultural and settlement agencies around the province, providing project development and liaison. The society sponsored provincial and regional advocacy training conferences that included workshops addressing issues faced by advocates working with immigrant clients and delegates from multicultural groups. For the past two years, LSS has sponsored a provincial conference for settlement workers on issues of specific concern to them. The society's Public Information and Community Liaison Division provided financial support to Progressive Intercultural Community Services to develop a multilingual booklet for farm workers, describing their rights.

Aboriginal Public Legal Education: LSS began revising its core Aboriginal public legal education and information materials and planning a provincial conference on the legal issues affecting Aboriginal people, to be held in June 2006. All LSS regional advocacy conferences include an aboriginal law component and solid participation of Aboriginal community legal advocates.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS policy is to deliver legal services to the people of B.C. in an environment where cultural diversity is respected and all individuals are treated fairly, and with dignity. LSS ensures that staff behaviour towards each other, clients/applicants, and other agencies is free from racism and discrimination in all its forms.

From LSS Guiding Principles: Cultural Competence.

MANDATE

Under section 9 (1) of the Legal Services Society Act, the Legal Services Society (LSS) mandate is to: (a) help low-income individuals resolve their legal problems and to facilitate access to justice for them, (b) establish and administer an effective and efficient system for providing legal aid to low-income people in British Columbia, and (c) provide advice to the Attorney General about legal aid.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

LSS Administrative Policies and Procedures : Guiding Principles, which include cultural competence (see above), cultural competence and Aboriginal people, code of ethics, and employment equity policies.

The society ensures its services are accessible to all communities by funding interpreters and translators for clients who need them to work with their legal aid lawyers, providing interpreter services and translated scripts for LSS Call Centre and LawLINE clients, producing public legal education and information materials in as many as nine languages other than English, requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

LIQUOR DISTRIBUTION BRANCH

MANDATE

The Liquor Distribution Branch (LDB) is the principal retailer and wholesaler of beverage alcohol in British Columbia. With 208 stores and over 785,000 customer contacts weekly, the LDB is in a unique position to provide customer service linking our multicultural community.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Responsibility for equity, diversity, and multiculturalism is shared between the Executive Director of Human Resources and the Executive Director of Retail Services, both of whom are members of the LDB executive committee. Outreach recruitment strategies have been incorporated into hiring processes for the stores, the distribution centres and the LDB's corporate head office. Respect for all cultures is woven into the fabric of training programmes, ranging from new employee orientation to management development.

■ INITIATIVES

The LDB is in a unique position, as a retailer within government, to provide information to our customers – the people of British Columbia – on the many opportunities to enhance our experience of other cultures through the pairing of beverage alcohol with food.

In fiscal 2005/06, the LDB continued with these initiatives, highlighting several popular programmes that engage customers in the food and beverage experience:

Instore and Website Promotions

The LDB supports the promotion of different cultural events, through signage and displays in our stores. For Chinese New Year, there were displays in 25 of the top stores, and it was prominently featured on our website. The LDB website was also used to promote other celebrations such as Hannukah, Passover (Kosher wines), St. Patrick's Day, Christmas, and Easter.

Publications

The LDB's popular complimentary publication, *Matters of Taste*, regularly features individuals, food, and beverages from the multicultural mosaic of British Columbia. This past fiscal year, the publication included regional features for Argentina, Chile, France, South Africa, Spain, and others. Food and beverage features included traditional Christmas holiday and Easter fare, as well as the Chinese New Year. Multicultural food and beverage pairings are infused throughout each issue, and there was a significant increase in online content from the magazine.

The January 2006 issue of the BC Liquor Stores Product Guide featured a Chinese New Year greeting and related product. The VQA (Vintner's Quality Alliance) Taste Picks feature selection of B.C. wines regularly incorporates multicultural food and wine pairings.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The LDB executive and management is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. The Marketing Department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the Executive Director of Human Resources and the Executive Director of Retail Services, and is imbedded in all areas of human resources and retail – from new employee hiring, outreach, and management training programmes, to retail initiatives.

OIL AND GAS COMMISSION

■ INITIATIVES

- OGC staff and management participated with First Nations in a detailed review of all OGC's processes, which in turn lead to an invitation by First Nations to OGC staff and management to visit Band offices.
- OGC staff participated in First Nation cultural events such as Doig Days.
- OGC sent staff to cultural sensitivity training.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The commission's workforce is increasingly diverse and benefits from the wider range of experience, knowledge, and skills among its employees.

Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations, and clients.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission will continue to work on different initiatives in support of multiculturalism.

MANDATE

The mandate of the Oil and Gas Commission (OGC) is to:

- (a) Regulate oil and gas activities and pipelines in British Columbia in a manner that:
 - (i) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy, and social well-being;
 - (ii) conserves oil and gas resources in British Columbia;
 - (iii) ensures safe and efficient practices; and
 - (iv) assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas.
- (b) Provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.
- (c) Encourage the participation of First Nations and Aboriginal people in processes affecting them.



PARTNERSHIPS BRITISH COLUMBIA INC.

■ INITIATIVES

Partnerships BC supported its client's multicultural initiatives, including public and First Nations consultation.

Partnerships BC ensured its progressive management practices and personnel policies reflected a fair and equitable work environment that supported a healthy workplace and organization.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the values set out in the Multiculturalism Act (1993). Partnerships BC recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life. The organizational culture honours both the individual and the contribution of the team.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Partnerships BC supports the multicultural initiatives of its clients, particularly in the area of public and First Nations consultation.

Partnerships BC supports an ethnically balanced board of directors.

MANDATE

Partnerships British Columbia Inc. (Partnerships BC) is a company responsible for bringing together ministries, agencies and the private sector to develop projects through public private partnerships. As a company registered under the Business Corporations Act, Partnerships BC is wholly owned by the Province of British Columbia and reports to its shareholder, the Minister of Finance.

Our mission at Partnerships BC is to structure and implement partnership solutions which serve the public interest. We are committed to transparent operations and achieving wide recognition for our innovation, leadership and expertise in public procurement.

Partnerships BC's core business is to:

- provide specialized services, ranging from advice to project leadership/management, to government and its agencies with respect to identifying opportunities for maximizing the value of public capital assets and developing public private partnerships;
- foster a business and policy environment for successful public private partnerships and related activities by offering a centralized source of knowledge, understanding, expertise and practical experience in these areas; and
- manage an efficient and leading edge organization that meets or exceeds performance expectations.

The company's clients are public sector agencies, including ministries and Crown corporations. To serve these clients effectively, Partnerships BC is also working to build strong relationships with private-sector partners such as businesses, investors and the financial services sector.

The company's organization, staffing and governance reflect and support this meshing of public and private-sector interests.

PROVINCIAL CAPITAL COMMISSION

■ INITIATIVES

- Major support for Inter-Cultural Association's Folkfest.
- Project partner with the City of Victoria, Greater Victoria Harbour Authority, and Esquimalt and Songhees First Nations to develop a First Nations Interpretive Walkway on Victoria's Inner Harbour.
- Invited First Nations Schools Association to participate in a new program of student travel subsidies for educational visits to the capital.

MANDATE

The vision of the Provincial Capital Commission (PCC) is to connect and celebrate the capital with all British Columbians. The mandate of the PCC is to deliver programs that connect British Columbians to their capital, to foster pride and awareness of the diverse cultures and rich history of their province, to provide responsible stewardship of public assets, and to be a self-sustaining Crown corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. In addition, the current service plan states that, as one of the PCC's values and guiding principles, the PCC recognizes and supports the diversity of British Columbia's cultures, landscapes, and history.



KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Diversity training planned at the board and staff levels.
- Program goals state an emphasis on youth and children, history/heritage, culture, Aboriginal peoples, and civic commitment.

ROYAL BC MUSEUM CORPORATION

MANDATE

The Royal BC Museum Corporation (RBCM) is the only organization in the world dedicated specifically to the preservation of, and education about, the human and natural history of British Columbia. Its purpose is to fulfill the government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians. The organization's mandate is:

- to secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia;
- to hold and manage the archives of the government;
- to increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means;
- to serve as an educational organization;
- to develop exhibits that are of interest to the public;
- to manage, conserve, and provide access to the collection;
- on the request of the government, to manage cultural and heritage facilities designated by the government; and
- to perform functions usually performed by a museum and archives.

■ INITIATIVES

- Sponsor for annual First People's Festival (August).
- School programs offer "A Day's Journey," which takes grade four students through a day in the life of a First Nations child in history (provided throughout the school year).
- Echoes of Ancestry program runs each year from May to September in partnership with the Victoria Native Friendship Centre. Carvers from the Kwakwaka'wakw and Coast Salish Nations are in the carving studio and there are guest interpreters each week.
- Living Landscapes Program: A continuing program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province. First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in B.C. from the perspective of the people who live there.
- Tibet: Mountains and Valleys, Castles and Tents visiting exhibit showcased the great historical and archival treasures of the Tibetan culture (March 4–Oct. 10, 2005).
- Renowned Tibetan scholar, Dr. Tsering Lhamo, shared her knowledge through a presentation of The Art of Tibetan Medicinian.
- The RBCM welcomed Kalsang Dawa, a world-renowned Tibetan Thangka artist, as its first-ever artist-in-residence throughout July and August.
- Hosted 10 Tibetan monks from one of the largest and oldest Tibetan Buddhist monasteries, Gaden Jangtse Tsawa Khangtsen, for the creation of a sand mandala, including consecration prayer rituals each morning and a ritual closing ceremony.
- Organized many events to commemorate veteran's Week (Nov. 5-11), including a veterans parade and flag drill, with the Métis veterans of B.C. This community event coincided with a display at the museum of a replica of the National Aboriginal Veterans Monument. Also on display were framed biographies, photographs, and medals of 20 women who served in Europe as spies and resistance operatives during the Second World War.
- Provide access to over 3,523 original aboriginal audiotapes that document the languages and stories of British Columbia First Nations.
- The museum has approximately 350 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- During 2005/06, 15,000 specimens and artifacts were sent on loan to museums and researchers throughout the world, including Japan, Germany, England, and Russia.
- Development of Thunderbird Park, virtual site, which showcases the history of Thunderbird Park and the origin/meaning of the totem poles and various artifacts.
- Participated in negotiations on the cultural artifacts committee as part of the B.C. Treaty Commission process through ongoing discussions with Maanulth First Nation, Skidegate, Haida First Nation, and a visit from Nazko Band members. Hosted visits from Sliammon and Te'mexw and initiated Nugamis inventory.

ROYAL BC MUSEUM CORPORATION

(...continued)

■ INITIATIVES

- The museum's virtual exhibit *Journey & Transformations: British Columbia Landscapes* provides an opportunity to explore B.C.'s mountains, forests, grasslands, waters, and cities. Included are a teacher's guide, student submissions, and a link to suggested lesson plans for grades eight through 12. The virtual exhibit is available in both English and French, allowing for the diversity in our schools.
- Access and Information Management Branch (B.C. Archives) has accessioned the archives of former Speaker Gretchen Mann Brewin (also former Victoria Mayor).

- IBM teamed up with the Victoria Native Friendship Center, Royal BC Museum, and the First Nations Education Division of the Greater Victoria School District to sponsor a highly dynamic and interactive three-day camp (Feb. 16-18, 2006) for 15 Aboriginal children ages nine to 13 years of age. The camp was held at the Royal BC Museum and the IBM Victoria Lab. The camp was funded through IBM. The mission of the camp is to introduce young Aboriginal children to the exciting fields of science and engineering in a nurturing environment.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the material culture history of the province of B.C. and is the only institution in B.C. that assumes this role.
- Where possible, continue to commit to diversity in the workplace through hiring practices for frontline customer service staff and co-op students.
- Provide frontline staff and co-op students with training such as culturally responsive service delivery.
- Commit to providing staff with information on multiculturalism through pamphlets and training courses.
- The museum will present controversial issues in an objective way, and will be perceived by the community as a place that presents balanced views.
- The cultural precinct will be a centre of activity for tourists, school children, First Nations and cultural groups and scholars.
- The museum will continue to engage in the process of repatriating cultural material through First Nations and the treaty negotiations office.
- The museum's First Nations collections date back to the late 1800s when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The B.C. Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The museum culture supports diversity through its delivery of programs and daily activities.

TOURISM BRITISH COLUMBIA

MANDATE

- Under the Tourism British Columbia Act, the corporation is responsible for:
- marketing British Columbia as a tourism destination;
- providing information services for tourists;
- encouraging enhancement of standards of tourist accommodation, facilities, services and amenities;
- enhancing professionalism in the tourism industry;
- encouraging and facilitating the creation of jobs in the tourism industry
- collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities;
- generating additional funding for tourism programs.

■ INITIATIVES

- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan, Korea and the United Kingdom.
- To build awareness in the Chinese market, Tourism British Columbia provided assistance to the filming of Guangdong TV's "Survivor Challenge," a reality-based television show that was largely filmed in British Columbia.
- Tourism British Columbia co-hosted three print press tours from China, nine from Japan, and four from Korea.
- Tourism British Columbia released two new print publications in Japan, as well as updates for media and monthly e-newsletters to an electronic database that has grown to more than 7,000 subscribers.
- Japanese website receives approximately 15,000 unique visitors each month.
- Tourism British Columbia implemented a month long "station-jack" promotion at Tokyo's largest subway station, Shinjuku. Neighbourhood cafés introduced B.C.-style menus for the month and surrounding offices and passing consumers received direct mail and handout material.
- Tourism British Columbia's new representative office in Korea opened in October 2005, and the Korean language website was launched in March 2006.
- Two issues of Call of BC newsletter were distributed to 3,000 travel trade and media.
- VIP travel trade representatives were hosted on a farm tour to Vancouver and Victoria, and to a 10th anniversary symphony concert by the Evergreen Symphony Orchestra, in partnership with the Canadian Trade Office in Taiwan. Guest conductor for the symphony concert was Kenny Hsieh, assistant conductor of the Vancouver Symphony Orchestra.
- Tourism British Columbia co-hosted four trade familiarization tours of operators from Beijing/Shanghai/Guangzhou and Shenzhen, production of a lure brochure, updated tour planner, Chinese language city map, and participation at the China International Travel Mart (CITM) and Showcase Canada and participated in the first round of Canada destination training seminars in Beijing and Shanghai.
- The first Chinese buyer delegation was hosted at Canada's West Marketplace, consisting of 16 buyers from Beijing/Shanghai/Guangzhou and Shenzhen.
- A German language Vacation Planner is published semi-annually.
- Vice-president of Business Development, Don Foxgord, was presented with a special award from Aboriginal Tourism British Columbia for his assistance with the development of the Aboriginal Tourism Blueprint document.



TOURISM BRITISH COLUMBIA

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism British Columbia. The organization adheres to and supports the Human Rights Acts of British Columbia and Canada, which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: integrity – what we bring as individuals; enthusiasm – what we portray; teamwork – how we work together; and progressive – what we strive for.

In addition, as an organization that conducts business in markets around the globe, the corporation employs international staff and implements in-market program activities in such a way that respects the diversity of interests and cultural sensitivities that exist worldwide.



